

DELKIN DEVICES®

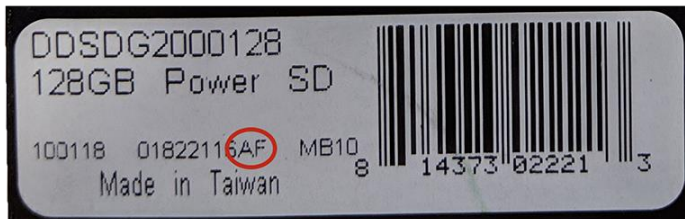
January 29, 2019

Delkin has confirmed a failure when using the Panasonic LUMIX GH5 mirrorless camera with the Ronin-S gimbal.

When using either a Delkin V60 or V90 SD memory card in the GH5 while connected to the Ronin-S gimbal, you may lose control of the gimbal for around 5 to 15 seconds when a recording session is paused or stopped. In some cases, you may need to restart both the camera and gimbal in order to regain motion. The only modes affected by this are NTSC 4K @ 60fps and PAL 4K @ 50fps. The same results may occur with other brands as well.

Affected Delkin memory cards include product that has either the letters “**AE**” or “**AF**” as the last two digits in its part number (see table below). Part number can be found either on the back of the packaging blistercard (in the UPC code area) or on the back of the SD memory card itself.

TOP-LEVEL PART NUMBER	MEMORY CARD PART NUMBER	DESCRIPTION
DDSDB190064G	SD64ANZAE	64GB PRIME SD UHS-II (V60) Memory Card
DDSDB1900128	SD1HANZAE	128GB PRIME SD UHS-II (V60) Memory Card
DDSDG200064G	SD64ANZAF	64GB POWER SD UHS-II (V90) Memory Card
DDSDG2000128	SD1HANZAF	128GB POWER SD UHS-II (V90) Memory Card



THE BEHAVIOR / ISSUE:

Loss of control of the Ronin-S gimbal for around 5 to 15 seconds. The only modes affected by this are NTSC 4K @ 60fps and PAL 4K @ 50fps. All other modes recover immediately after pausing or stopping the recording session.

THE SOLUTION:

The issue has been resolved with a new firmware solution, which will be used on future units going forward. If you have a memory card affected by this particular issue, please contact Delkin for a replacement unit.

Customer Service

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Business Hours

Monday - Friday

8am to 5pm PST

Thank you very much for supporting Delkin, we appreciate your business!