

DELKIN DEVICES.		Quality Notice	
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SUBJECT:

Canon R5 – Error Message with Delkin CFexpress™ Memory Cards {256GB-2TB}

HOST(S):

Canon R5

ERROR MESSAGE:



PRODUCTS- Part Numbers Affected:

Part Number can be found on the bottom/back of the *retail* packaging.

DCFX1-256 - DCFX1-512 - DCFX1-1TB - DCFX1-2TB

ISSUE:

The above cards and host combination produce an intermittent error in multiple modes of the host.

RESOLUTION:

All Delkin parts above received a firmware update on 9/30/2020 that resolves this issue.



Updated Firmware Notation marked as JA or H6 – marked on the backside of the CFexpress™ Memory Card

If you are experiencing the error above, please contact customer service for questions or a replacement card.

CONTACT INFO:

Customer Service
Toll Free: (800) 637-8087
Local: (858) 391-1234
customerservice@delkin.com

Business Hours
Monday - Friday
8am to 5pm PST