



## **Technical Service Bulletin: Song Meter Mini Family**

Dear Customer,

We have recently discovered two issues which can allow water intrusion into some Song Meter Mini and Song Meter Mini Bat enclosures. We sincerely apologize for this lapse in our quality control. We believe these issues would have been caught sooner if not for COVID-19 related inspection shortfalls during the manufacturing process. This email describes steps to test your Mini or Mini Bat recorder to see if it is affected and what to do if it is.

Any Mini or Mini Bat units shipped from our warehouse after June 15th, 2020 do

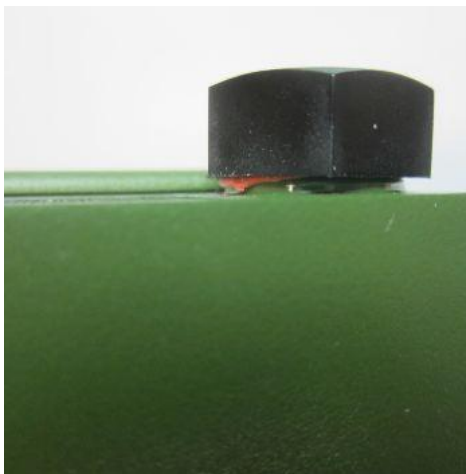
not have this issue and no further action is required. If you have already deployed your equipment in wet weather and have not seen any evidence of water intrusion, it is most likely not affected, but we still recommend that you inspect them as described below. If you are uncomfortable performing these checks yourself, please contact us at [support2022@wildlifeacoustics.com](mailto:support2022@wildlifeacoustics.com) and we will be happy to assist. To stay up to date on our latest news, announcements and more, please set your email preferences for our mailing list [here](#).



**The first issue can affect both Song Meter Mini and Mini Bat recorders.** The removable black plastic bolt, located at the top right corner of the recorder where the optional acoustic microphone can be added, has, in some cases, not been tightened to the proper specification during manufacturing. Note that this issue does **not** affect installed microphones (either from the factory or user installed).

**We recommend that the following steps be performed on all recorders that have the plastic black bolt attached:**

1. Please see [this video](#) or read below for a description of how to test the seal of the bolt on your recorder to see if you have this issue.
  - o Ensure the recorder lid is securely fastened.
  - o Place water and a small amount of liquid soap in a dish.
  - o Dip and remove the end of the recorder that has the bolt in the soapy water.
  - o Squeeze the lid. If you see bubbles being created around the bolt when you squeeze, then air is getting out around the bolt. This indicates that water can get in.
2. If the above test shows that there is air getting out around the bolt.
  - o Use a  $\frac{3}{4}$ " (19mm) wrench and **very slowly** tighten the bolt an additional  $\frac{1}{4}$  turn clockwise. This should water-seal your recorder if it was insufficiently tight, while avoiding over-tightening. NOTE: Do not turn very fast. The o-ring is in contact with the enclosure and bolt with intended friction to stick on both sides. If you turn too fast, the o-ring will tear
3. Perform the soap bubble test again.
  - a. If bubbles are still visible, try another very slow  $\frac{1}{4}$  turn clockwise.
  - a. Perform the bubble test again.
  - b. If you are unable to correct the leak, please contact us ([support2022@wildlifeacoustics.com](mailto:support2022@wildlifeacoustics.com)).



4. Inspect the o-ring that is around the circumference of

the bolt. If you can see a visible kink as in the pictures below or cannot see the o-ring all the way around, then you will need a new o-ring. Please contact us (support2020@wildlifeacoustics.com) and we will send one to you.



**The second issue only affects Song Meter Mini Bat** The label that covers the ultrasonic microphone on the left side of the recorder may not have been applied securely during manufacturing.

**We recommend that the following test be performed on all Song Meter Mini Bat recorders**

1. First, follow the instructions above for inspecting and possibly tightening the black plastic bolt.
2. Please see [this video](#) or read below for a description of how to test the seal of the microphone label on your recorder to see if you have this issue.
  - o Ensure the recorder lid is securely fastened.
  - o Place water and a small amount of liquid soap in a dish.
  - o Dip and remove the end of the recorder that has the ultrasonic microphone in the soapy water.
  - o Squeeze the lid. If you see bubbles being created around the label when you squeeze, then air is getting out around the label and it needs to be repaired at our service center. Please contact us at [Support2020@WildlifeAcoustics.com](mailto:Support2020@WildlifeAcoustics.com) for further assistance.

**Please contact us if:**

You find that tightening the bolt doesn't resolve the leak and/or you have a leak around the ultrasonic mic label, please contact us at [Support2022@wildlifeacoustics.com](mailto:Support2022@wildlifeacoustics.com) for further assistance.

We know you rely on our equipment for your research. Again, we apologize for any inconvenience caused by this oversight. We hope you and your loved ones are well during this difficult period.

Sincerely,  
Wildlife Acoustics Technical Support

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To stay up to date on our latest news, announcements and more, please set your email preferences for our mailing list [here](#).

