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SALES ~ SERVICE ~ REPAIR

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A wide range of experience in service/repair, which also covers terrestrial equipment.

Supply and sales of a wide range of equipment and accessories – from batteries to housings.

Technical expertise and product advice, both over the telephone and in person.

One-off specials and modifications to existing equipment and systems - all to the customer's specification.

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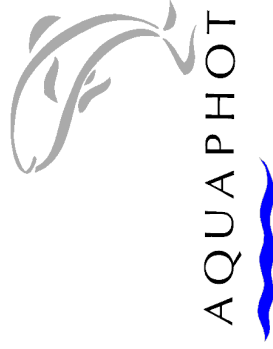
FLOOD

EMERGENCY
TREATMENT
ADVICE

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What do I do if I get a leak?

Firstly - do not panic!

For all equipment, remove any batteries or power supply packs and dry these out - if they start to overheat, put them in a safe area in case of explosion or fire.

If it is a camera, try and remove your film. It is always a good idea to rewind the film in the camera if possible, but if not, use a black bag (available from most photographic shops) or a blacked-out room. Firstly remove the film cartridge and gently pull the film out of the take-up chamber. Gently is quite important, as pulling too hard may damage the camera gearing and increase the repair charges. Although the film may be wet, careful handling should produce little damage to your photographs - keeping the film wet will stop the emulsion sticking to the back of the contacting film. Get it processed as soon as possible. Now you can visually check the equipment

Flooded or Just Slightly Wet ?

This is the most important evaluation you can make and will alter the price of any repairs enormously.

If your equipment has had a total flood, then you have nothing to lose! So rinsing your equipment in fresh water (distilled is ideal) will remove a lot of the salt and contaminants that have been deposited over the system.

You should not expect to recover the full workings of the electronics, especially if the batteries were in for any time - as electrolysis will immediately start to eat away at the legs of components and the circuit board tracks. But, if while drying-out the equipment, it is worked mechanically, a large percentage of the mechanical components may be saved.

Why distilled water?

Distilled water is a safe, effective and easily available liquid for rinsing out contaminated equipment. Some suggest that alcohol will lift the liquid and then evaporate, but this rarely removes trapped liquid from under components and often breaks down lacquers used to protect electronics. So we recommend using alcohol for medicinal purposes only, as it will have little or no effect on your equipment.

A variety of liquids have been used on cameras sent to us for repair, as diverse as milk, or WD-40 - many substances have made repairs impossible, as they often contain more than first thought.

If just slightly wet?

If your equipment has suffered only a partial flood, then rinsing in anything can only make matters more serious. A partial flood will probably cause a localised problem and should be dried out as best possible while working the switches and levers manually. This may save costs on the mechanical side of any repairs.

Open the equipment up as much as possible (beware of high voltages within flash units) and dry thoroughly (a small hairdryer or warm radiator will do). After the equipment is dry, a full check-over will determine the extent of the damage.

If you cannot rinse out the equipment

You will need to get it to a professional repair company fast - if any delay is anticipated, the equipment should be kept wet and not be allowed to dry out. Removing any batteries, or sources of power is crucial - as electrolytic corrosion will cause further damage. Usually, this type of simple first aid reduces the cost of repairs dramatically.

How often should I get my equipment serviced?

This is the most common question we are asked - even from customers of brand new equipment.

There are several reasons to have equipment serviced even if you do not get it wet. Silicone and various other greases do not have a particularly long life, five years is the normal expectancy from most manufacturers. Seals will start flatten off after about 18 months, this does depend on storage of course but 2 years would in most cases be in excess of our recommendations.

In most equipment you will find rubber dampers or foam light trapping. Depending on the type of material used and exposure to UV - this can start to break down after 3 or 4 years. All plastics and rubbers are breaking down from the day after production, but often an innocent insect repellent will speed things up considerably. Any solvent base (no matter how diluted) will reduce the normal life expectancy of a product.

With all this to contend with we recommend service intervals should be no longer than 18 months to 2 years - even without use!

As ever - always check the 'O'-ring seals and seats before you get the gear wet. Hair and clothing fibres are the largest cause of sealing failure!

For further information, please visit

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