

# Operational Bulletin

**Date:** 01/17/24

**Product:**

Hoverfly Technologies Sentry system

**Configuration Affectivity:**

All currently fielded systems with SD card version 1.11.20 or earlier

**Issue:**

It has been noted that when operating in temperatures at or below 20C (68F) the craft gyros will not calibrate correctly if not given sufficient time to reach optimal operating temperatures. This could lead to undesirable flight characteristics and the potential to damage the system in extreme cases. This is a known issue with specific Pixhawk firmware code.

**Interim solution:**

If you are operating in temperatures ranging from 0C (32F) to 20C (68F), you should power on the system and connect to the craft. Once connected to the craft, allow at least 5 minutes prior to arming and launching the craft.

If you are operating in temperatures ranging from -10C (14F) to -1C (31F), you should power on the system and connect to the craft. Once connected to the craft, allow at least 10 minutes prior to arming and launching the craft.

If you are operating in temperatures ranging from -20C (-4F) to -11C (13F), you should power on the system and connect to the craft. Once connected to the craft, allow at least 20 minutes prior to arming and launching the craft.

Ambient Temperature	Warm-up Time
0C (32F) to 20C (68F)	5 Minutes
-10C (14F) to -1C (31F)	10 Minutes
-20C (-4F) to -11C (13F)	20 Minutes

Please note that Hoverfly Technologies is incorporating a new Pixhawk firmware into our firmware and conducting thorough flight testing before release. Please DO NOT attempt to download firmware from the ArduPilot website or any other websites, since Hoverfly firmware modifies the ArduCopter firmware to work as a tethered system. You will be contacted by a Hoverfly Technologies representative with the approved software and procedures on how to update the software when this becomes available.

Please reach out to us if you have any questions. Thank you.

Hoverfly Technologies

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