

Subject: OpenROV would love feedback on your recent customer support experience

From: OpenROV Support <support@openrov.com>

Date: 12/08/2018 02:01

To: Valtyr Sigurosson <valtyrgullhjarta@gmail.com>

##- Please type your reply above this line -##

Hello! Valtyr Sigurosson,

We'd love to hear what you think of our customer service! We take pride in our customer service, and your feedback will help greatly in optimizing the quality of service that we provide. Please take a moment to answer one quick question by clicking either link below:

How would you rate the support you received?

[Good, I'm satisfied](#)

[Bad, I'm unsatisfied](#)

Here's a reminder of what your ticket was about:

Pierre Pierre (OpenROV)

Aug 10, 18:14 PDT

Hello Valtýr,

Awesome that's great to hear! I will put this ticket as solved for now but do not hesitate to reply to it again to share some cool stuff!

And if you run into any trouble please let me know!

Best,
Pierre

Valtyr Valtyr Sigurosson
Sig

Aug 10, 15:52 PDT

Hello Pierre.

Yes. It was very pleasant to see the unit arrive Wednesday. I'll definitely share some stuff next week.
Thanks so much.

Regards, Valtýr.

On 10 Aug 2018, at 21:22, Pierre (OpenROV Support)
<support@openrov.com> wrote:

Pierre Pierre (OpenROV)

Aug 10, 14:22 PDT

Hello Valtýr,

I hope you are doing good.

I checked the tracking number and it says that you received the unit on Wednesday. I hope you enjoy your next dives with your Trident and do not hesitate to share some cool footage/work!

Let me know if you run into any more troubles.

Best,
Pierre

Valtyr Valtýr Sigurosson
Sig

Aug 1, 07:37 PDT

Hi Pierre

Thank you so much.

Regards, Valtýr

Pierre Pierre (OpenROV)

Jul 31, 16:52 PDT

Hello Valtýr,

I have bad news: we don't know what happened to your unit so we will keep it for internal control. The good news is that I got you a replacement unit. It will be picked up by Fedex

tomorrow from our lab. I also swapped the charger for a new upgraded one.

I hope it arrives fast!

Best,
Pierre

Pierre Pierre (OpenROV)
Jul 31, 13:49 PDT

Hello Valtyr,

I understand your concern thank you for the heads up. I am going to push the engineering team on your unit and hope to send you back your unit (or a new one) today or tomorrow.

I will keep you posted!

Best,
Pierre

Valtyr Valtyr Sigurosson
Sig Jul 31, 06:43 PDT

Hi Pierre, how does it look with the Trident?

I understand you may have many more customers to attend to but summer is really short above 65°N. Our research vessel (a small commercial fishing boat) is hauled up on land in September for the winter. I hope to finish the underwater recordings before that time.

Regards, Valtýr

Valtyr Valtyr Sigurosson
Sig Jul 25, 14:54 PDT

Thank you as well. Hopefully it's an easy fix.

Regards, Valtýr

Pierre Pierre (OpenROV)

Jul 25, 10:48 PDT

Awesome, thank you!

Best,
Pierre

Valtyr Valtyr Sigurosson

Sig Jul 23, 14:39 PDT

Hi Pierre.

The code is 8714

Regards, Valtýr.

On 23 Jul 2018, at 18:29, Pierre (OpenROV Support)
<support@openrov.com> wrote:

Pierre Pierre (OpenROV)

Jul 23, 11:29 PDT

Hi Valtyr,

Your unit arrived last week. Can you share the code for the padlock?

Thank you!

Best,
Pierre

Pierre Pierre (OpenROV)

Jul 13, 15:16 PDT

Hi Valtyr,

Thanks for the confirmation.

I will let you know when the unit arrives here!

Best,
Pierre

Valtyr Valtyr Sigurosson
Sig Jul 13, 13:59 PDT

Hi

All is good. The package went to the local post office today and will reach FedEx on Monday.

Regards, Valtýr.

On 13 Jul 2018, at 19:02, OpenROV Support <support@openrov.com> wrote:

Pierre Pierre (OpenROV)
Jul 11, 11:51 PDT

Hello Valtyr,

Thanks for the heads-up!

I voided the first label and generated another label with the updated address. Let me know if you have received it and if it's all good!

Best,
Pierre

Valtyr Valtyr Sigurosson
Sig Jul 11, 01:41 PDT

Hi Pierre

I plan to send you the Trident soon. I think it's best to change my shipping address to what it was initially:

Halldór G Ólafsson
BioPol ehf.
Einbuastigur 2
Skagastrond, 545
Iceland
+354 8465996

I hope this isn't too inconvenient.
Regards, Valtýr

Pierre Pierre (OpenROV)

Jul 8, 23:03 PDT

Hello Valtyr,

You can use the hard case yes but if you do make sure you find a way to lock it. You can use a padlock with a code and send me the code so I can open it when it arrives at our offices.

Best,
Pierre

Valtyr Valtyr Sigurosson

Sig Jul 6, 14:39 PDT

Hello Pierre

I received the documents. Can I send the Trident to you in the hard case?

Regards, Valtýr.

On 6 Jul 2018, at 20:50, Pierre (OpenROV Support)
<support@openrov.com> wrote:

Pierre Pierre (OpenROV)

Jul 6, 13:50 PDT

Hello Valtyr,

I just sent a separate email in which you will find attached the two additional customs documents to print and place in the package pouch. Let me know if you have not received that email.

Let me know if you have any questions.

Best,
Pierre

Pierre Pierre (OpenROV)

Jul 6, 13:33 PDT

Hello Valtyr,

Pierre from OpenROV here.

You should have received two emails by now: one notifying the creation of the RMA and a second one with a prepaid shipping label to ship the product back to us. Let me know if you have not received them! The prepaid shipping label is to be used with Fedex only. Let me know if you don't have a Fedex station close to your delivery address.

Soon I will send you a second email with two additional customs documents to place in the package pouch.

Let me know if you have any questions!

Best,
Pierre

Valtyr Valtyr Sigurosson
Sig

Jul 5, 16:51 PDT

My address is Hólabraut 12, 545, Skagatrönd, Iceland.
Phone number is 00354 8465996

Call me anytime, Valtýr.

On 5 Jul 2018, at 21:55, Zack (OpenROV Support)
<support@openrov.com> wrote:

Zack **Zack (OpenROV)**
Jul 5, 14:55 PDT

Oh, this sounds pretty bad. I don't know if we can revive this to fix it over the phone.

Let's get this unit back to us so we can take a look. If it's really bad and we can't save it we will have to replace it with a new one.

Can you share an address with a local phone number?

Pierre will issue an RMA and shipping label.
PIERRE: the serial number is F46FEC0E

Zack
OpenROV Support

Valtyr **Valtyr Sigurosson**
Sig Jul 5, 04:24 PDT

Hello Zack

I would like to Skype with you today or tomorrow. The Trident doesn't even connect to the top piece and it is fully charged. Nothing is happening.

Regards, Valtýr.

On 4 Jul 2018, at 00:01, OpenROV Support <support@openrov.com> wrote:

Zack **Zack (OpenROV)**
Jul 2, 16:24 PDT

Hello Valtyr,

My software engineer let me know that these are really rare failures and often a few attempts at updating the firmware will result in a fix sometimes.

Can you try it again a few times (4 or 5)?

If that doesn't work can you reply with a time to talk over skype or google hangout or telephone with us. You will need to charge the Trident and your tablet be near the same router you were when you tried the update 4 days ago. We are in California (PDT) and available Thursday, Friday this week. (It's a holiday Wed).

Best of luck and we can probably fix it remotely if it doesn't work.

Thanks in advance.

Zack
OpenROV Support

Valtyr Valtyr Sigurosson
Sig Jun 30, 04:56 PDT

Hi Zack

The serial number is F46FEC0E and the app version is 1.4.1. Here are pictures of the screen that show the maintenance problem I mentioned.

<https://www.dropbox.com/s/v4spzbupvnp3i8v/2018-06-28%2008.50.34.jpg?dl=0>

<https://www.dropbox.com/s/g6qy7434e8rnaiu/2018-06-28%2008.50.45.jpg?dl=0>

Kveðja, Valtýr.

On 28 Jun 2018, at 23:29, Zack (OpenROV Support)
<support@openrov.com> wrote:

Zack Zack (OpenROV)
Jun 28, 16:28 PDT

Ah, dang.

Are you using App version 1.4.1? The reason I ask is that v141 has a repair functionality to

it that may be able to repair this.

If you app has a "maintenance" section in the bottom-right of the main screen. It's a blue box like the "pilot" or "past dives" screen. If you see that you've got the latest version.

If you don't see that, you might need to go into the google play store and find the app openrov you can update it from there (you will need internet connection).

Once you've got 1.4.1 you can initiate a firmware update from the mainscreen. If this is where you are seeing the error we may have to troubleshoot it further. I will need your serial number on the bottom of Trident.

Sorry this is happening! Hopefully we can get you diving again very soon.

Zack
OpenROV Support

Valtyr Valtyr Sigurosson
Sig Jun 28, 02:23 PDT

Hello

Firmware maintenance unsuccessful. It seems to me that "Port ESC" does not get status ok.

Regards, Valtýr

Valtyr Valtyr Sigurosson
Sig Jun 27, 18:14 PDT

Hello

I received the Trident last week and there are a few problems with my Trident after the second dive.

1. The right motor doesn't spin.
2. The lights do not turn on.

3. Connection with the top-piece is unstable

Today I had problem nr. 3 out in the field on the second dive with the Trident. I rinsed and dried it but later that day problems nr. 1 and 2 came up.

Can you help?

Regards Valtýr

This email is a service from OpenROV. Delivered by [Zendesk](#)

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