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LAWINEN-VERSCHÜTTETEN-SUCHGERÄT
AVALANCHE TRANSCEIVER
APPAREIL DE RECHERCHE DE VICTIMES D'AVALANCHE
LOCALIZZATORE A.R.V.A.
APARATO DE BÚSQUEDA DE VÍCTIMAS DE AVALANCHAS



d3
DIGITAL

Änderungen vorbehalten 08/2007 Subject to alteration 08/2007

www.ortovox.com

GEBRUCHSANLEITUNG
MANUAL
MODE D'EMPLOI
ISTRUZIONI PER L'USO
INSTRUCCIONES DE USO



ORTOVOX

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www.ortovox.com

Current avalanche warning
service information!

Fast, simple, and precise pinpoint locating, these are the decisive advantages of the ORTOVOX d3 avalanche transceiver. In an avalanche, virtually any chance of survival depends on immediate search and rescue by companions equipped with an avalanche transceiver, an avalanche shovel, and a probe. In most cases, if you depend upon rescue services to be summoned, help will be to late! Heed the avalanche warnings and select safe routes. Always take the d3 avalanche transceiver and the necessary ORTOVOX SAFETY products like an avalanche shovel and probe with you. Carefully read the operating instructions provided with the d3, learn how to handle the d3, and regularly practice avalanche search procedures.

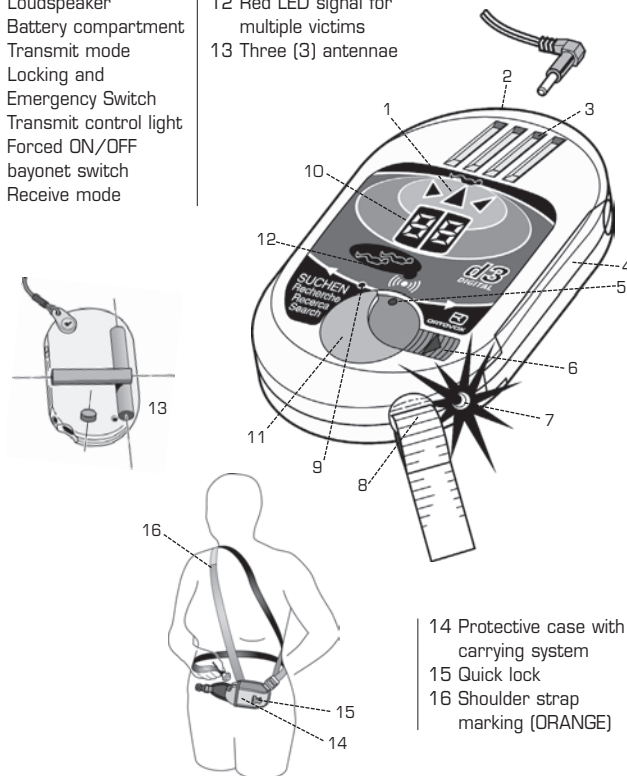
ORTOVOX product information and safety-related information (Safety Camps, avalanche search training equipment) are available on the ORTOVOX website www.ortovox.com

Contact us via e-mail at
ortovox@ortovox.com

ORTOVOX extends its best wishes
for wonderful and safe tours!

OPERATING COMPONENTS

- 1 Visual and digital LED direction arrows
- 2 Earphone connection
- 3 Loudspeaker
- 4 Battery compartment
- 5 Transmit mode
- 6 Locking and Emergency Switch
- 7 Transmit control light
- 8 Forced ON/OFF bayonet switch
- 9 Receive mode
- 10 Display/digital distance indicator
- 11 Quick switch to receive mode
- 12 Red LED signal for multiple victims
- 13 Three (3) antennae



- 14 Protective case with carrying system
- 15 Quick lock
- 16 Shoulder strap marking (ORANGE)

TECHNICAL DATA

DEVICE DESIGNATION: ORTOVOX d3

FUNCTION: digital (triple antenna device)

CASING: ergonomic, waterproof, impact-resistant

DIMENSIONS: 130 x 80 x 25 mm

FREQUENCY: 457 kHz; reception bandwidth tolerance:

+ 200 Hz (thus the d3 can receive signals from any standard avalanche transceiver with no limitations).

Digital RECEPTION RANGE: Up to 40 m, this high reception range is achieved by two antennas that are virtually the same size, arranged in the x and y direction.

SEARCH STRIP WIDTH: up to 30 m

TEMPERATURE RANGE: -20° C to +45° C

If the transceiver gets wet, do not use direct heat, i.e. such as a hair dryer, to dry it out. Heat applied in a direct manner may permanently damage the device beyond repair.

POWER SUPPLY: 2 alkaline AA LR6 Mignon 1.5 V E91 AM3 batteries

OPERATING TIME

TRANSMITTING: about 300 hours

RECEIVING: about 40 hours

EARPHONE (optional): 3.5 mm jack

(min. 32 Ohm), stereo earphone

WEIGHT: approximately 230 g incl. batteries and wrist strap, carrying case approximately 120g

The ORTOVOX d3 surpasses the high requirements of European standard EN 300 718.

EU DECLARATION OF CONFORMITY

Manufacturer:
X-log Elektronik GmbH

Responsible person:

Mr. Nowotny,
Bahnhofstr. 95,
D-82166 Gräfelfing

declares that the product:

Type: **ORTOVOX**

Model: **d3**

Intended Purpose:

Searching for avalanche victims when used as intended satisfies the basic requirements in accordance with Article 3 of the R&TTE guidelines, Directive 1999/5/EC, and that the following standards have been applied:

1. Health

(Article 3.1.a of the R&TTE guidelines)

Applied standard(s):
ETS 300 718 issue: 05/01

2. Safety

(Article 3.1.a of the R&TTE guidelines)

Applied standard(s):
ETS 300 718 issue: 05/01

3. Electromagnetic compatibility

(Article 3.1.b of the R&TTE guidelines)

Applied standard(s):
ETSI EN 300 718-1
issue: 05/01

4. Efficient use of the radio frequency spectrum

(Article 3.2 of the R&TTE guidelines)

Applied standard(s):
ETSI EN 300 718-2
issue: 05/01

5. Electromagnetic compatibility and radio spectrum matters

(Article 3.3.e of the R&TTE guidelines)

Applied standard(s):
ETSI EN 300 718-3
issue 2004/02

Gräfelfing, 09/07/2007

(City/date of the Declaration of Conformity)

p. **Andrea Reintges**

(name)

QUICK REFERENCE FOR THE ORTOVOX d3 AVALANCHE TRANSCIEVER

1. Switching on and transmitting:

Insert the forced ON/OFF bayonet switch (8), press slightly and at the same time turn 90°, (a quarter-turn). The transmit control light will flash (7). The device is ready for operation and is transmitting.



2. Receiving = Search:

Move the locking and emergency switch (6) to the right, turn the quick switch to receive mode (11) to the left and allow the locking and emergency switch (6) to engage. After "CH" (for check) in the display goes out, the d3 is ready to receive.



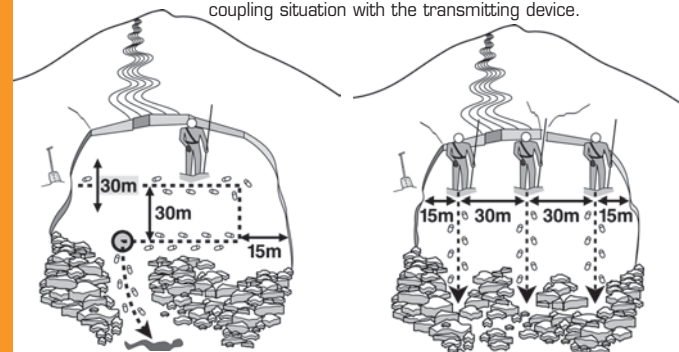
3. Switching back to transmit:

Move the locking and emergency switch (6) to the right. The quick switch to receive mode (11) will automatically return to the locked transmit mode position (5). The d3 will transmit and the transmit control light will flash.



Coarse search (= Search for first receive signal):

Move through the presumed search area to pick up the first signal (search strip width: 30 m). Slowly TURN the d3 in all directions to obtain an optimal coupling situation with the transmitting device.



FINESEARCH:

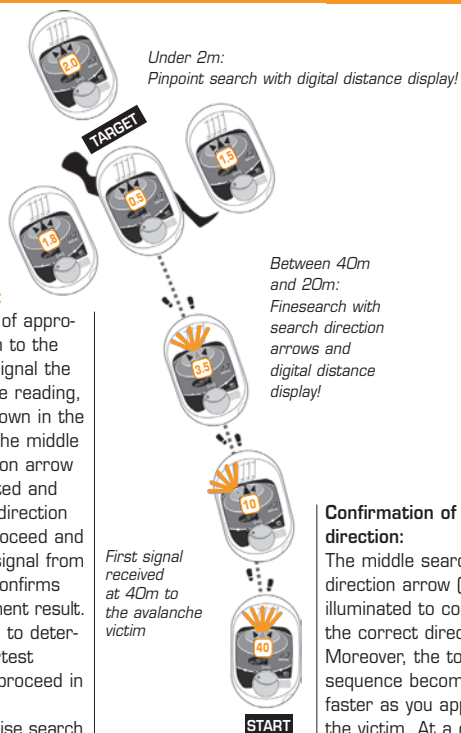
At a distance of approximately 40 m to the transmitting signal the digital distance reading, 40, will be shown in the display (10), the middle search direction arrow (1) is illuminated and indicates the direction in which to proceed and the acoustic signal from the speaker confirms the measurement result. TURN the d3, to determine the shortest distance and proceed in this direction.

To obtain precise search results move the avalanche transceiver in a deliberately slow and steady manner.

The closer you get to the target, the more slowly and precise you should move the d3!

Deviating from the search direction:

When deviating from the correct search path, either the left or the right green digital direction arrow (1) will flash to indicate the right direction

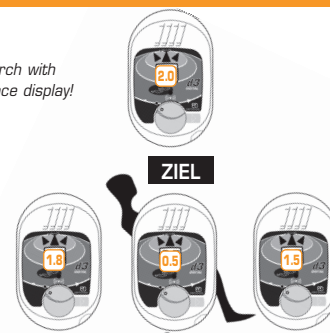


*Between 40m and 20m:
Finesearch with search direction arrows and digital distance display!*

Confirmation of direction:

The middle search direction arrow (1) is illuminated to confirm the correct direction. Moreover, the tone sequence becomes faster as you approach the victim. At a distance of about 2 m or less from the victim, the 3 direction arrows are turned off. This signals the searcher, that he is close (about 2 m) to the victim. Now pass the d3 over the snow pack surface.

*Under 2m:
Pinpoint search with digital distance display!*

**PINPOINT SEARCH:**

The three d3 receiving antennae facilitate and make the pinpoint search more precise.

The lowest number in the display window (10) shows the victim's location and the depth of their burial. For the pinpoint search, use the probe. For easier orientation, put a probe on the ground horizontal to the search direction. Mark the lowest numbered point (fade point). Check to the right and left of the probe with the d3 to determine if this lowest numbered point gets any smaller – this is where the victim is located.

**IMPORTANT:
Do not turn or tilt the d3 during the pinpoint search.**

IMPORTANT INFORMATION!







Avalanche transceivers are designed to support the assistance offered by companions in the event of avalanche burial! Your presence in areas where avalanche hazards exist is fraught with potential risk; only remain in such areas in the company of experienced participants. Effective use of an avalanche transceiver requires appropriate training and constant practice. Wear your avalanche transceiver close to your body under your outer clothing. ORTOVOX strongly recommends that you carefully read the operating instructions provided with the avalanche transceiver. Always take a shovel and a probe when you go off-piste in areas where avalanche hazards exist, and never tour alone. Please check the avalanche reports prior to planning your off-piste activities at:

www.ortovox.com Before you travel in an area where an avalanche hazard exists, ensure that all avalanche transceivers are functioning properly and that all batteries are in good operating condition. The d3 satisfies maximum safety requirements and is impressive with its clear digital guidance. Its micro-processor control enables short search times.

OPERATING INSTRUCTIONS

You should check the **EMERGENCY EQUIPMENT** on the day before the tour to ensure that it is complete and functional (good, working batteries for the avalanche transceivers).

Average time required to free a person buried at a depth of approximately 1m under the snow

Avalanche transceiver, probe + shovel 11 minutes 	
Avalanche transceiver + shovel 25 minutes 	
Only avalanche transceiver, hands, ski, snowboard 1-2 hours 	

Grafik: Dominique Stumpert

The graphic shows in detail how usable complete and functional equipment are effective in the rescue of an avalanche victim at a depth of 1m

EVERY MEMBER OF THE GROUP SHOULD HAVE THE FOLLOWING BASIC EQUIPMENT:

Avalanche victim search device (avalanche transceiver)

Mere possession of an avalanche transceiver does not suffice. Each member of the group must be familiar with his device and practice with it regularly. (See www.ortovox.com for practice opportunities).

Avalanche shovel

Rescuing avalanche victims is only possible with a shovel.

Avalanche probe

A probe is required for fastest possible precise locating with the pinpoint search procedure.

First-aid kit For administration of first-aid to the injured

Bivouac sack

Protects against hypothermia and can be used as a transport aid

Supplemental equipment for added safety:

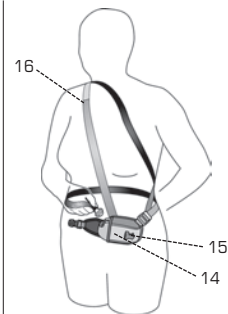
Mobile phone – for organizing professional help.

Each member of the group has an avalanche transceiver on their person, and a shovel and probe in their backpack.

WEARING THE CARRYING CASE

Grasp the shoulder strap loop of the carrying case on the orange sewed-on badge (16) with the lettering "shoulder strap" and place this loop over head and shoulder.

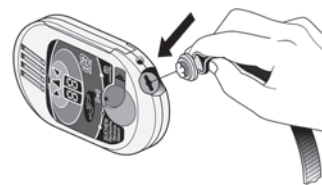
Guide the free end of the strap with the forced ON/OFF bayonet switch (8) around the back and connect the forced ON/OFF bayonet switch with the device. The ergonomic shape of the d3 is based on the body contour – consequently always wear the d3 with the display side facing inside.



SWITCHING ON THE AVALANCHE TRANSCIEVER

Switch the quick switch to receiver mode (11) to transmit mode (5).

ON/OFF - insert the forced ON/OFF bayonet switch (8) in the opening of the d3 casing. Now press the switch lightly and turn it a quarter turn (90 degrees) until it engages. The transmit control light (7) will now start to flash in synch with the transmitter rhythm. The d3 is now transmitting.



TRANSMITTING, RECEIVING, SWITCHING BACK TO TRANSMIT

Transmitting:

After switching on the device the display test appears in the display window (10). Available battery capacity is shown in % (99-01) for 10 seconds.



When the remaining capacity drops to 10% the battery display will flash in the display window. Afterwards the display will shut-off to conserve battery power. (When 10% residual battery capacity is displayed it is time to replace the batteries.) The transmit/control light (7) will also flash.



Now the device is ready to operate and it is transmitting. The transmit function can be checked with a second avalanche transceiver that is set to receive.

Change-over to receive:

To receive, push the locking and emergency switch (6) to the right, turn the quick switch to receive mode (11) to the left and ensure that the locking switch (6) engages.



For a few seconds "CH" (=CHeck) will be displayed. During this time the d3 checks the display functions and determines the optimal receive mode. After "CH" disappears the d3 is ready for searching. Unintentional switch-over to transmit mode is not possible.



Now set a second device to transmit mode (5). After the d3 switches over to receive, you will hear the signal of the transmitter; in the display you can read the distance to the transmitter, and the three direction arrows indicate the search direction. The transmission control light is switched off in receive mode.

Switching back to transmit/emergency changeover to transmit:

To return to transmit mode (5), push the locking and emergency switch (6) to the right. The quick switch to receive mode (11) will automatically return to the locked transmit position (5).



Checking the earphone function:



The d3 is equipped with an earphone connection for a trouble-free group searching.

Insert the earphone plug into the earphone socket (2) and switch the d3 to receive mode. Now you can hear the signal of the transmitter that is being searched in the earphone, the search direction arrows indicate the search direction, and the distance to the transmitter is shown in the display. The integrated loudspeaker (3) is switched off when the earphone is plugged in.

DAILY FUNCTION CHECK BEFORE STARTING A TOUR!

Check the receivers:

- All group members set their avalanche transceivers to RECEIVE MODE.
- One member (preferably the group leader) sets their avalanche transceiver to TRANSMIT MODE.
- If all avalanche transceivers receive acoustic and visual signals, the receivers are working correctly.

Checking the transmitters:

- After checking the RECEIVERS, group members must test the function of their TRANSMITTERS.
- The group members set their avalanche transceivers to TRANSMIT MODE and pass by the group leader's receiver ONE BY ONE at a distance of about 15 m. When the group leader receives acoustic and visual signals from every single group member's avalanche transceiver, the transmission function is OK.

If you notice any deviations from the functions described, please send your device directly to the ORTOVOX service centre for repair (see page 104).

VICTIM SEARCH

Open the quick lock

(15): Pull the d3 transceiver out of the carrying case and pull it about 0.5m away from your body. The strap system and the elastic cord will still secure the device to your body so there is no risk of losing it.

Switch-over to receive mode

mode: Turn the quick switch to receive mode (11) from transmit mode (5) to receive mode (9). To do this the locking switch (6) must be pushed to the right. The signals of the other devices can now be received.

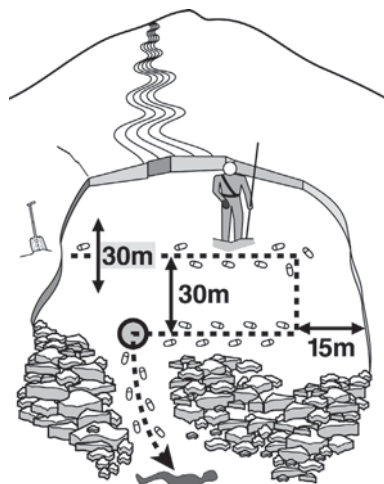
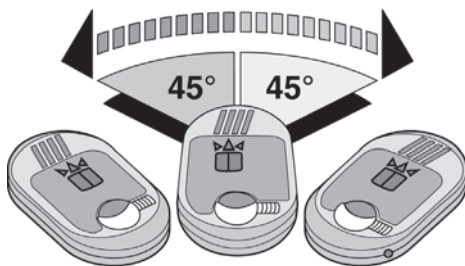
Emergency change-over to TRANSMIT - in the event of a second avalanche!

Push the locking and emergency switch (6) to the right with your thumb. The emergency switch will automatically return to the secured transmit position and the d3 will start transmitting.

Optimizing reception:

Due to the laws of physics, reception depends on the relative position of the receiving and transmitting devices' antennas. Maximum range can only be obtained when the two devices are arranged on a longitudinal axis, one behind the other. Consequently we recommend that you deliberately turn the ORTOVOX d3 in all directions to find the best receiving position when searching for the first signal.

Failures in the performance of the transmission and reception functions can be caused by lightning, lift and power systems, radio equipment, mobile telephones and other electronic equipment. The minimum distance between two avalanche transceivers or to metal, radio equipment, mobile telephones etc. should be at least 30 cm.



COARSE SEARCH

(= Search for first receive signal): If searching alone, walk through the presumed area in 30 m wide search strips to pick up the first signal.

Pay attention to the lateral distance to the edge of the avalanche.

The d3 allows a search strip width of 30 m.

After the first signal is received, proceed in the indicated direction (= lowest number in the display).

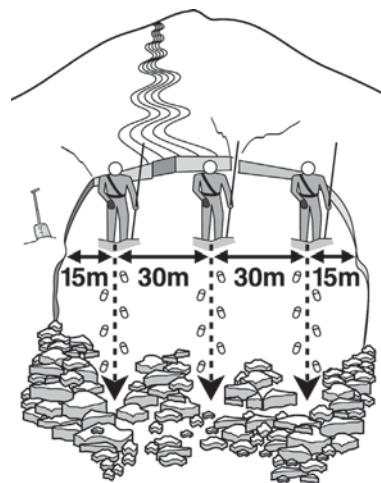
COARSE SEARCH with several helpers

(=search after first receive signal): For searching with multiple helpers search through the avalanche deposit in 30 m wide search strips.

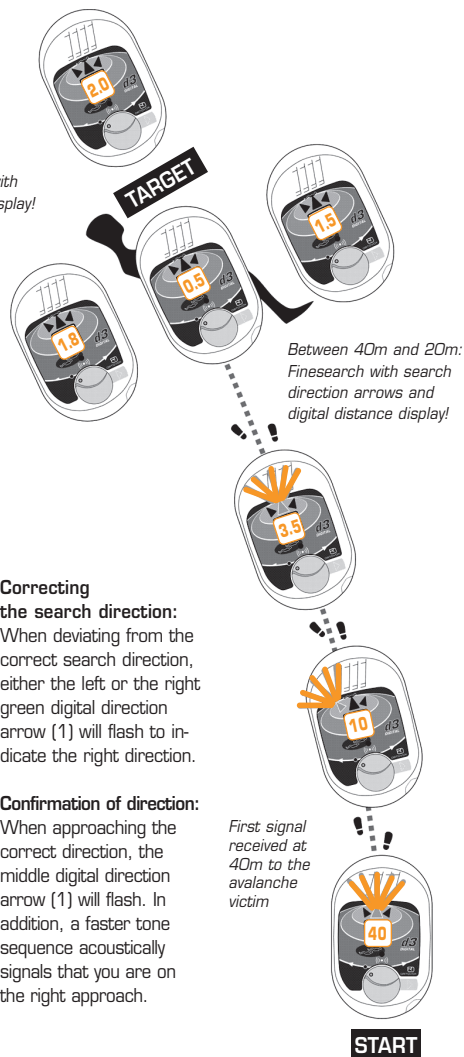
Pay attention to the lateral distance to the edge of the avalanche. This distance should not exceed 15 m.

When a transceiver picks up the first signal it immediately starts with fine-search.

The other searchers should continue with the planned search path and the search strips as described.



Under 2m:
Pinpoint search with
digital distance display!



FINESearch:

At a distance of approximately 40 m to the transmit signal the digital distance reading of 40 will be displayed (10); the middle search direction arrow will be illuminated, indicating the direction to follow. The loudspeaker's acoustical signal confirms the measurement results.

To obtain precise locating results move the transmitter deliberately, yet, simultaneously, at a moderate speed.

Correcting the search direction:

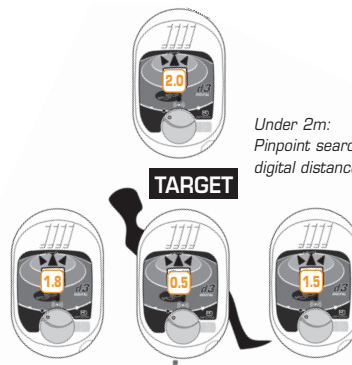
When deviating from the correct search direction, either the left or the right green digital direction arrow (1) will flash to indicate the right direction.

Confirmation of direction:

When approaching the correct direction, the middle digital direction arrow (1) will flash. In addition, a faster tone sequence acoustically signals that you are on the right approach.

First signal received at 40m to the avalanche victim

Under 2m:
Pinpoint search with
digital distance display!



PINPOINT SEARCH:

The triple antennae system of the d3 facilitates a precise pinpoint search.

During the pinpoint search at a distance of 2 - 0 m the digital direction arrows are switched off. This indicates to the searcher that he is very close (approximately 2 m) to the victim. Now pass the d3 over the snow pack at a distance of several cm.

IMPORTANT:
At this point stop turning the d3.

Pinpoint search is carried out with the help of the digital distance reading and the increasing frequency of signal tones. The victim is located at the position of the lowest display (= buried depth). Use the avalanche probe as an orientation aid for rescue with the shovel and shovel laterally away from the probe!

STRATEGIES FOR SEARCHING FOR MULTIPLE VICTIMS (SIGNAL SEPARATION):

90° METHOD

Use of, compliance with, and consistent execution of the selected search strategy is crucial for the success of the search!

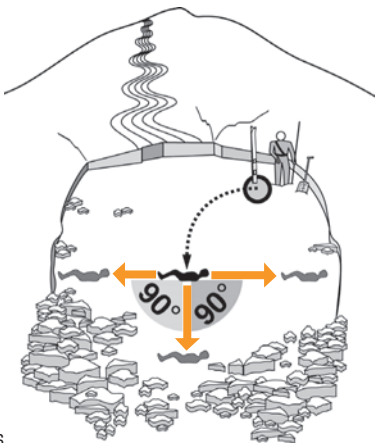


The signal display by the red LED (12) on the d3 is an important aid in recognizing a situation with several victims. The red LED lights up if several persons have been buried in the reception area. If the constant light begins to flash then the second victim is less than 10 m away. The red LED is illuminated approx. 5 seconds after activating the receiver. If several signals overlap, this process can take up to 20 seconds. If a group needs more than 5 seconds to switch to the receive mode then the display can be switched off by briefly switching the d3

off while in receiver mode. This may also be necessary if atmospheric disturbances cause display interruptions.

The red LED switches off if it can be ensured that no more than one beacon is transmitting in the reception area of the d3. The red LED will not switch off if a transmitter is located within approximately 15 m. If the display should be erased during a search then the d3 must also be switched off briefly while in the reception mode. After locating the first

signal the searcher moves to the right, to the left or forwards as required until the second signal is received. The distance monitor for the first signal will be the first to increase in size. As soon as the d3 receives a stronger signal from the second transmitter, the new walking direction and distance figure is automatically shown on the display. In order to ensure that all existing signals are received, all search directions (left, right and forwards) must be carefully searched right up to the edges of the avalanche path.

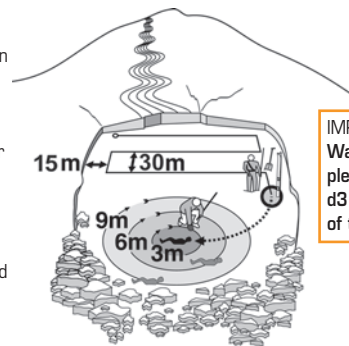


3 CIRCLE SEARCH METHOD:

The 3 circle search method is the best procedure for locating several persons buried close together. For the "3 CIRCLE SEARCH METHOD" the searcher must execute the signal separation. The signal display by the red LED (12) on the d3 is an important aid in recognizing a situation with several victims. The red LED lights up if several persons have been buried in the reception area. If the constant light begins to flash then the second victim is less than 10 m away. The red LED is illuminated approx. 5 seconds after activating the receiver. If several signals overlap, this process can take up to 20 seconds. If a group needs more than 5 seconds to switch to receive mode then the display can be switched off by briefly switching the d3 off while in receive mode. This may also be necessary if atmospheric disturbances cause display interruptions. The red LED switches off if it can be ensured that

no more than one beacon is transmitting in the reception area of the d3. The red LED will not switch off if a transmitter is located within approximately 15 m. If the display should be erased during a search then the d3 must also be switched off briefly while in the reception mode.

- After locating the first victim, helpers rescue the person.
- To find additional signals the searcher moves in successive circles with radii of 3, 6, and 9 meters respectively. The centre of each circle is the point where the first victim was found. In this process the searcher must pay close attention to the display, the LEDs and be alert to any pronounced changes. A pronounced change in the distance reading indicates the signal reception of a second transmitter. At this point follow the new signal.
- When the searcher receives no further signals in the smallest circle, he moves to the next circle.



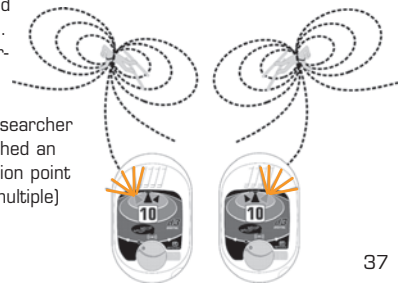
IMPORTANT:
Walk the circle completely and hold the d3 on the surface of the snow!

SPECIAL CASE VICTIMS ARE CLOSE TOGETHER

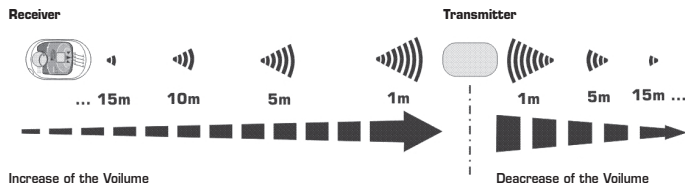


If two signals of approximately the same strength are received, then the direction arrows flash alternately. The red LED is illuminated. In this case the searcher will decide which of the two directions he will follow.

In searching for multiple signals, the right and left search direction arrows can also flash in alternation, in addition to the red LED (12). This information means that the searcher has reached an intersection point of two (multiple) signals.



EMERGENCY RECEPTION - SAFETY CIRCUIT



If battery replacement has been delayed (residual capacity less than 10 %) then micro-processor and display will be switched off automatically to conserve battery power. Instead of the digital search, now analog emergency reception is available until the batteries are completely dead.

To determine the strongest receive direction the searcher moves in this direction. Volume increases as the searcher gets closer to the victim.

The searcher moves 5 meters in the direction with the loudest tone signal, reorients

the d3 in the direction of the loudest tone signal, and then moves another 5 meters. This procedure must be

repeated until the point with the loudest signal is reached. The victim is located at the point with the loudest signal.

IMPORTANT INFORMATION!

Remove the batteries from the avalanche transceiver during the summer months. The ORTOVOX factory guarantee is invalid by damage due to battery leakage. Never use rechargeable batteries (rechargeable batteries such as Ni-Cd cells). Rechargeable batteries have significantly lower operating voltage, and thus lower range and limited service life. In addition defective rechargeable batteries cannot be detected immediately. Once they have been recharged they show full battery voltage, however they can drop off to 0 after extremely short service (life threatening hazard!). If you delay changing batteries (capacity <10%), the micro-processor, the distance display, and direction display will switch off. In such case, approximately only twenty hours of emergency analog transmit operation and one hour of emergency receive operation are possible.

CHANGING BATTERIES

Remove the screw from the battery compartment (4) and pull the batteries out of the battery compartment using the strap. Insert fresh AA batteries and pay attention to the correct insert position of + pole and - pole. Only use brand name batteries. Cheap batteries can be slightly thinner and/or shorter, which means that correct contact of the battery poles is not ensured.



REMOVING THE CARRYING CASE FROM THE AVALANCHE TRANSCIEVER AND MOUNTING THE WRIST STRAP

The carrying case can be removed from the avalanche transceiver for cleaning purposes. The wrist strap can be mounted instead of the carrying case. Use a screwdriver to loosen the small wedge in the centre of the cord anchoring. Pull out the wedge and put it where it will not get lost.



Remove the pear-shaped connecting piece from the casing with a strong tug. Instead of the carrying case the wrist strap can be attached. After attaching the wrist strap put the connection back together and secure with the wedge.

For safety reasons ORTOVOX recommends that you only use the supplied and mounted carrying case.

INFORMATION FOR THE USER

Registration Number: FCC ID No. KF5ORTOVOXd3

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) the device may not cause harmful interference and
- (2) the device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for an intentional radiator pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instructions may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

STORAGE

After the tour take off the d3 and store it in its switched off status in a well-ventilated dry location. Most often, the well-designed casing prevents condensation for the most part. To ensure that the device will function for several years we recommend a gentle drying of the carrying system and the avalanche transceiver, itself. If your transceiver gets wet, do not use direct heat, i.e. hair dryer, to dry it out. Heat applied in such a direct manner may cause permanent damage. Protect the avalanche transceiver from excessive moisture or excessive heat. Protect the batteries from cold temperatures.

GUARANTEE

With the purchase of a new ORTOVOX avalanche transceiver and submission of the filled-out guarantee card (page 41) a full five-year factory guarantee starting from the date of manufacture is provided. The valid guarantee period is shown on the test seal in the battery compartment and on the device packaging. For example, if the symbols IV/11 are written on the test seal, it means that the factory guarantee will expire at the end of the 4th quarter 2011. Also, the seal is a reminder of the time period during which the recommended device inspection is free of charge. Within the guarantee period, faulty parts will be repaired or replaced at no cost. The exceptions are damage due to improper handling and normal wear and tear. The ORTOVOX factory guarantee is invalid if there is damage due to battery leakage. Earphones and batteries are excluded from the guarantee. Any further performance guarantees and subsequent damages are expressly excluded. Guarantee services performed neither cause the guarantee period to be extended or restarted.

SERVICE

The ORTOVOX d3 is a rescue device. Its perfect operation might be crucial for life. To ensure your unit is functioning properly, send the device for factory inspection according to the dates shown on the test seal. **Please use our inspection service in the summer months, so that your device will be ready for operation when winter starts.**

For repair or factory inspection please send the avalanche transceiver directly to our service centre (see page 104).



GUARANTEE CARD

Ms/Mrs/Mr _____

Street _____

Postal code, City _____

E-mail _____

Telephone _____

Model **ORTOVOX d3**

Serial number _____

(inside of battery compartment lid)

Purchased at _____

Please provide below a **detailed** explanation and description of your unit's faulty performance!!!!

In case of service please fill out this card and send it to the responsible ORTOVOX service centre (see page 104).

IMPORTANT!

Please hold in safe keeping



ORTOVOX
www.ortovox.com