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FAILURE RATE FOR KESTREL 4000 POCKET WEATHER METERS

Models Covered: Kestrel 4000 Pocket Weather Tracker
Kestrel 4000NV Pocket Weather Tracker (Olive Drab, red filtered backlight)
Kestrel 4100 Pocket Air Flow Tracker
Kestrel 4200 Pocket Humidity Ratio Tracker
Kestrel 4500 Pocket Weather Tracker w/Compass
Kestrel 4500NV Pocket Weather Tracker w/Compass

Analysis Method: Customer Reported Field Failures

<u>Year</u>	<u>Annual Failure Rate</u>	<u>Cumulative Failure Rate</u>
2001	1.37%	1.37%
2002	1.93%	1.80%
2003	2.91%	2.33%
2004	2.79%	2.48%
2005	1.46%	2.20%
2006	1.02%	1.93%
2007	0.65%	1.79%
	TOTAL	1.79%

Failures per 10⁶ Hours:	0.73 / 10 ⁶ Hours
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Notes:

- 1) Reported failures include units covered under Two-Year Warranty as well as failures reported after warranty. Majority of failures were within warranty period. Virtually all units were replaced or repaired and returned to service.
- 2) Field failure rate has decreased in last three years as incremental design, part and manufacturing process changes have been made to address known problems. Continuous quality improvement is sought throughout manufacturing process.
- 3) A small percentage of the above failures were failures of the Kestrel Impeller, not the unit itself. Replacement of the impeller returned the unit to full functionality. Replacement Kestrel Impellers are small, light, and field replaceable without tools.