



August 5th, 2009

Service for PRODIGI COLOR C-500 and C-500R Color Meters

Sekonic strives to use only the highest-quality parts and assemblies when building our products. However, even with the best quality control a condition that takes many months to develop cannot be detected.

We have discovered that one of the photo sensors in the Sekonic PRODIGI COLOR C-500 and C-500R is starting to deteriorate and will eventually affect the accuracy of the reading. While the deterioration has not progressed enough to make a noticeable difference, we are contacting owners of these meters to replace the affected parts and recalibrate them.

Affected serial numbers:

C-500

CE Version: Serial numbers up to JS11-000402

FCC Version: Serial numbers up to JS12-000591

CH Version: Serial numbers up to JS1G-000190

C-500R

FCC Version: Serial numbers up to JS22-000502

CE Version: Serial numbers up to JS21-000287

CH Version: Serial numbers up to JS2G-000110

For PRODIGI COLOR C-500 / C-500R Purchased OUTSIDE the USA.

Please contact the distributor in your area or contact the Sekonic Corporation Head Office at intl@sekonic.co.jp. Click [Here](#) for more information.

For PRODIGI COLOR C-500/C-500R Purchased in the USA.

Please contact MAC Group at: Service@macgroupus.com

We are sorry for any inconvenience this may cause you. We appreciate your commitment to color fidelity in your work and want you to see this service as a demonstration of our desire to be the premier photographic meter company.

Sincerely yours,

Sekonic Corporation