

A Novembre 2016 acquisto un Ventus 2Cx della X-Models, già motorizzato, da restaurare. Visto che con la radio in mio possesso (Spektrum Dx9) avrei avuto problemi a gestire gli 11 servi del nuovo modello, ho deciso di acquistare una Spektrum Dx20 (anche per avere retrocompatibilità con gli altri modelli in mio possesso, tutti con riceventi Spektrum) e la nuova ricevente AR12300T (12 canali con telemetria integrata).

Con questa combinazione il modello non ha avuto vita felice: tutto ok in centinaia di prove a terra, disastri ogni volta che ho provato ad usare il motore per portarlo in volo. L'evento finale al Catria: tutto ok per una decina di secondi dopo il lancio a mano in pendio, ma una volta testato il motore l'aliante è diventato ingovernabile con conseguente crash in un punto non raggiungibile della scarpata.

La sera (21 giugno), cercando in rete possibili spiegazioni mi accorgo che la ricevente Spektrum era stata RITIRATA per malfunzionamenti non ben precisati che potevano determinare la caduta del modello. E mica basta: anche la Dx20 aveva bisogno di essere rispedita all'assistenza per la presenza di componenti non conformi agli standard. Da notare, che nonostante la registrazione dei prodotti nel loro sito, non ero stato informato in nessun modo dei problemi che erano emersi e che erano riportati nel loro sito ed in alcuni forums.

PRODUCT RECALL:



**PowerSafe Telemetry Receivers
(SPMAR9130T / SPMAR12300T / SPMAR20300T)**

03/02/2017

Products: Spektrum™ SPMAR9130T/SPMAR12300T/SPMAR20300T PowerSafe Telemetry Receivers

Issues: Horizon Hobby, LLC has been made aware of some issues with the AR9130T, AR12300T, and AR20300T PowerSafe Receivers. In certain circumstances, these issues may provide inadequate power in the SRXL port and may result in a crash.

What to Do: Discontinue use of the product immediately, and follow the steps below to return the product to Horizon Hobby for a full refund.



Corrective Action:

- If You Purchased the PowerSafe Telemetry Receiver from Horizon Hobby:**
Contact Horizon Hobby Customer Service. Horizon will set up a return authorization and send you a prepaid shipping label. Upon receipt of the receiver, Horizon will credit the account you purchased the product with for the refund price of the product. Please allow 14 - 21 days for processing and delivery.
- If you Purchased the PowerSafe Telemetry Receiver from a Retailer:**
Complete the Return Request form by clicking [here](#) or pasting the link http://www.spektrumrc.com/ProdInfo/Files/Spektrum_PowerSafe_TRX_Recall-RF.pdf into your browser. E-mail a copy of the form to HHPS@horizonhobby.com.
- Upon processing of the completed form:**
A prepaid shipping label will be sent to you via email. If no email address is provided on the Return Request form, the shipping label will be mailed to you. Return the PowerSafe Telemetry Receiver, along with a printed copy of the completed Return Request form. Upon receipt of the receiver, Horizon will mail you a refund check. Please allow 14 - 21 days for processing and delivery.

For customers located outside of US, Canada and Europe, please contact the dealer where you purchased the product.

Horizon disclaims all liability and warranties for any consumer who fails to act upon this recall. We apologize for this inconvenience.

Contact Information:

Country of Purchase	Horizon Hobby	Contact Information	Address
United States of America	Product Support	productsupport@horizonhobby.com 877-504-0233	4105 Fieldstone Rd Champaign, Illinois, 61822 USA
	Sales	sales@horizonhobby.com 800-338-4639	

If you purchased your product outside of the US and Canada, please see the retailer or distributor you purchased your product from for assistance.



Product Bulletin

March 27, 2017

- Products:** Spektrum™ DX20 transmitters that do not have CM or TW on the end of the PID number.
- Issue:** The transmitter was found to not meet Horizon Hobby's quality expectations.
- What to Do:** Please fill out the Repair Request Form [found here](#). After completing and submitting the Repair Request Form, Horizon Hobby will E-mail a shipping label for you to use to return the transmitter. Typical turnaround time for a repair is 10–14 business days. You will not incur any fees or charges for the repair, if it is deemed necessary.

Finding the PID number:

The PID number is a manufactured identification number and is located on the outside of the product box and also under the battery lid on the DX20 as shown. Only PID's that do not end in a CM or TW need to be returned for service.



Corrective Action:

Before Sending Your Transmitter to Horizon Hobby for Service

- Export all programmed models to an SD card.
- Remove the following items from the transmitter:
 - SD Card
 - Transmitter Battery
 - Neck Strap
 - Any Aftermarket Accessories (Cell phone mounts, gimbal sticks, etc.)
- Carefully wrap the transmitter in bubble wrap and pack the transmitter into a strong cardboard box, ensuring the transmitter will not move around in transit.
- Attach shipping label and return address on outside of box.

Horizon disclaims all liability and warranties for any consumer who fails to act upon this bulletin. We apologize for this inconvenience.

Contact Information:

Country of Purchase	Horizon Hobby	Contact Information	Address
United States of America	Product Support	productsupport@horizonhobby.com 877-504-0233	4105 Fieldstone Rd Champaign, Illinois, 61822 USA

If you purchased your product outside of the US and Canada, please see the retailer or distributor you purchased your product from for assistance.

If you have any questions, please call Horizon Hobby Product Support at 877-504-0233.

If you purchased your product outside of the US and Canada, please see the retailer or distributor you purchased your product from for assistance.

Incafolato non poco, il giorno successivo invio un'e-mail all'assistenza di Spektrum-HorizonHobby EU, che vedete qui sotto:

From Ildo Nicoletti

Subject Problems with AR12300T and DX20

To info@horizonhobby.de , service@horizonhobby.de

23/06/17, 10:17

Dear Sirs,




I'm a Spektrum customer living in Italy.
I'm very disappointed with your recent products. Two day ago I lost a very expensive glider model (Ventus 2C 4.5 m glider produced by X-Models). During the flight, the plane started to respond incorrectly to the commands, and then crashed. I lost all (model, motor, electronics, batteries), since I was flyng in the Monte Catria slope, in Italy and I cannot reach the presumed point of falling of my glider.
The receiver was the Spektrum Ar12300T and the radio the Spektrum DX 20. I bought the radio in January at Modellsport Schweighofer and the receiver at Staufenberg/HorizonHobby. I can provide you with the records, if necessary.
This night I saw in a forum that the receiver was recalled for problems in trasmission of power and that some DX20 radios have also some issues that must be fixed.
Despite I'm a registered customer of Spektrum and I registered all the radios I bought, I did not receive any warning from the vendors nor from Spektrum.
A friend of mine, who is a lawyer, recommend me to report these facts to the European consumer protection agency for refunding of the damages.
Before deciding about the submission, I would like to know your opinion about this unfortunate (at least for me) affair.
In the meantime, I wonder what to do with the radio. His PID number is A06112B, and I suppose that you suggest it need to be repaired before re-use.
I look forward to hear from you.

Best regards.

Ildo Nicoletti

Attendo fiducioso una risposta che non arriva. Rispedisco la stessa e-mail ad altri due indirizzi di HorizonHobby.de, sede dell'assistenza in Europa. Nessuna risposta.

Dopo una settimana, rispedisco una seconda lettera, a tutti gli indirizzi di cui sopra e per conoscenza alla sede centrale americana. La potete vedere qui sotto:

From Ildo Nicoletti 
Subject Issues with AR12300T and Spektrum DX20
To info@horizonhobby.de , service@horizonhobby.de  30/06/17, 17:41



Dear Company,

I'm really offended by your behavior.
Last week I sent you three e-mails, signaling a major problem I had with your AR12300T receiver and your DX20 transmitter. I have not received any reply.
This is my last e-mail before sending an official document on paper, as a notice of a future legal action against you. In the meantime I sent a notification to PayPal, since the good you provided (the AR12300T bought on last January) was clearly defective, as you confirmed in the "product recall" document published in February 3th.
Furthermore, if your silence will continue, I intend to post all my e-mails dealing with this unfortunate history on the aeromodelling forums where I'm joined.

Hoping to get answer, best regards

Ildo Nicoletti

Una settimana dopo, in data 7 Luglio, arriva la "risposta" dell'assistenza Spektrum-HorizonHobby EU. E che risposta!


☆ Thomas Bundt  7 luglio 2017 15:38 




AW: Reporting an Issue
A: Ildo Nicoletti


Ciao Ildo,
sorry for the late reply.
Please send both Spektrum components for check over to our new service center:

Horizon Hobby Service
Hanskampring 9
22885 Barsbüttel
Germany

Mit freundlichen Grüßen / Best regards,
THOMAS BUNDT
TECHNISCHER SERVICE – USERHELPDESK


Hanskampring 9
22885 Barsbüttel
tbundt@horizonhobby.com
Tel: +49 (0) 40 300 619 5-21


#horizonhobbyeurope



Vertretungsberechtigter Geschäftsführer: Thomas Rettenmaier, Joseph M. Ambrose, Chris Dickerson | Handelsregister HRB 1909 EL | USt-Id-Nr. DE812678792

Provo a telefonare a quel numero. Risponde una segreteria telefonica in tedesco ...

Ancor più incavolato rispedisco una e-mail al Sig. Thomas Bundt, sperando che sia un essere umano (ma forse è un computer che risponde in maniera automatica ...) e provando a spiegare che è impossibile spedire una cosa non recuperabile ... Intanto invio una raccomandata con RR all'assistenza di HorizonHobby Spektrum.

Ildo Nicoletti 

10 luglio 2017 12:24



Re: Reporting an Issue

A: Thomas Bundt

Dear Mr Bunt,

I am very surprised by your response to my reports.

Obviously, not only do you respond late to your customers, but do not even read their letters.

I wrote that I lost a Ventus 2cx glider with all its contents (electric motor, batteries, servos, and all electronics, including the Spektrum AR12300T receiver) because the model fell into an unreachable point in the slope of Mount Catria, in central Italy. Therefore it's impossible for me to send back the receiver.

Your company will receive in a few days an official letter on the matter, as I didn't had any signal after my emails for about two weeks. Copy of this letter is attached.

I will ask you again a consistent answer to my questions, in particular:

1. How do you expect to refund me for the damage I suffered because you have put a defective product on the market?
2. Why was not I directly informed on the risks of the use of the receiver after its recall from your company? I'm registered in your records as a buyer of this article, and EU and US rules require that when a malfunctioning article is withdrawn from the market, the company informs customers.
3. Why not thoroughly test your products before placing them on the market? I do not want to be one of your beta-tester without knowing it.
4. What kind of repair should be done on the Dx20 that I just sent to Modellsport Schweighofer <service@der-schweighofer.at>, according to their requests? Are you sure the DX20 will be reliable after intervention?
5. Having (?? .. I hope) a Spektrum DX20 I am forced to use receivers from the same company. Which reliable Spektrum receiver can I use in a 6-meter glider with 11 servos I am planning to build?

I hope in your prompt reply and I hope that this time you will read carefully what I wrote before answering.

Best regards

Ildo Nicoletti



Lett_Uff_HH_Eur
.pdf

Attendo fiducioso una risposta ... che arriva nove giorni dopo! Da non credere ...

Horizon Hobby Customer Service (EU)

19 luglio 2017 15:04



[#VMC-257-46750]: Horizon Hobby Onlineshop Comments and questions

A: Ildo Nicoletti

Hello ildonic@me.com,

Hello Ildo,
please excuse our late reply.
Please send the DX20 and the AR123000 for service to our new service center in Germany:

Horizon Hobby Service
Hanskampring 9
22885 Barsbüttel

We will check it over and send the items back to you asap.

Mit freundlichen Grüßen / Best regards,
THOMAS BUNDT
TECHNISCHER SERVICE – USER HELP DESK

Hanskampring 9
22885 Barsbüttel

tbundt@horizonhobby.com
Tel: +49 (0) 40 300 619 5-0 HORIZON HOBBY
AIR

#horizonhobbyair HORIZON HOBBY
LAND AND SEA
#horizonhobbylandandsea

Vertretungsberechtigter Geschäftsführer: Thomas Rettenmaier | Handelsregister HRB 1909 EL | USt-Id-Nr. DE812678792

La stessa risposta. Va bene che sono tedeschi ... ma io pensavo che si capisse che la ricevente non c'è più.

Nel frattempo, avevo rispedito, come da indicazioni reperite sul sito, la DX20 a Schweighofer ModellSport per la sostituzione/riparazione in garanzia ed aperto una contestazione su PayPal per la ricevente direttamente comprata da Spektrum. Unica cosa positiva della vicenda che PayPal, esaminato il carteggio, mi ha rimborsato quanto speso per la AR12300T.

Oggi, l'efficienza teutonica ha dato ancora una prova di se stessa ... se mai ce ne fosse stato bisogno! Due e-mail da parte dell'ineffabile Thomas Bundt (o chi per lui) ...

From Horizon Hobby Customer Service (EU) <info@horizonhobby.de> ★
Subject [#HAE-447-11756]: Horizon Hobby Onlineshop General issues
To Ildo Nicoletti ★

Reply Forward Archive Junk Delete More ▾
08:29

Hello ildonic@alice.it,

Hello Ildo,
please send us the DX20 and the AR12300T for service to our new service center in Germany.

Horizon Hobby Service
Hanskampring 9
22885 Barsbüttel

We will check it over and find a quick solution for your problem.

Mit freundlichen Grüßen / Best regards,
THOMAS BUNDT
TECHNISCHER SERVICE – USER HELP DESK

Hanskampring 9
22885 Barsbüttel

tbundt@horizonhobby.com
Tel: +49 (0) 40 300 619 5-0 HORIZON HOBBY
AIR

From Horizon Hobby Customer Service (EU) <info@horizonhobby.de> ★
Subject [#GSJ-482-43535]: Problems with AR12300T and DX20
To Ildo Nicoletti ★

Reply Forward Archive Junk Delete More ▾
08:32

Hello Ildo Nicoletti,

Hello Ildo,
please excuse my late reply.
But we need the radio and the receiver here in our service center.

Mit freundlichen Grüßen / Best regards,
THOMAS BUNDT
TECHNISCHER SERVICE – USER HELP DESK

Hanskampring 9
22885 Barsbüttel

tbundt@horizonhobby.com
Tel: +49 (0) 40 300 619 5-0 HORIZON HOBBY
AIR

L'efficienza del customer-office di HorizonHobby Spektrum è veramente elevata!