



BRAND PORTAL | DEALER ASSETS



Product Bulletin

Tern / Tern TX

IMPORTANT NOTICE

Prior to using any Tern or Tern TX dive computer please review the following information.

A serious issue has been identified with Tern and Tern TX v34 firmware. A fix is coming Monday April 14, but in the meantime it is important to take a precautionary measure. If you have received Tern or Tern TX inventory between Jan 20, 2025 and now, please quarantine your product and do not sell until a firmware update is available.

Impacted Models

Tern and Tern TX with Firmware v34 (was released on inventory shipped between Jan 20, 2025 and now)

Check the firmware by going into: Settings > General > System Info > Scroll to F/W Version

ISSUE

The issue is that if using Air mode and the Nitrox mode gas has been programmed to something other than air (21%), then that programmed gas is used while diving. This could result in a less conservative dive plan than is appropriate.

This issue does not affect any other products and only affects the Tern and Tern TX in v34 firmware.

PREVENTION

If using v34, do not use single gas Air Mode. Instead, use the single gas Nitrox Mode with 21% gas programmed.

THE FIX

Updated firmware for Tern and Tern TX will be released Monday April 14, 2025. Please check our [website](#) for the newest version.

If you have a firmware of v33 or earlier, there are no concerns. v34 is no longer available for updates.

We apologize for any confusion this may cause. Rest assured we are working towards a speedy resolution. If you have any specific questions or concerns, please reach out to info@shearwater.com.



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