

COBRA Show Problem - Next Steps

The purpose of this document is provide instructions on the steps to take after any type of issue on your show. Issues can be caused by the operator, equipment, environment, or other factors. It's important to treat the shoot site as a crime scene so that you can have as much information as possible to allow us to work with you to resolve the issue.

What was the problem?

Please try to describe as best as possible what issue happened during the show. For example, did a module not fire, did a cue not fire? Please use as much description as possible to detail the issue down to the specific cue #, module address, or whatever may be relevant.

In order to have as much evidence / information as possible, please perform the following steps:

Label / Quarantine the Equipment

Place a piece of tape and use a marker to label any equipment with the specifics of what did not happen. For example, label a module "Cue #1 did not fire".

Save the E-matches or Talons

Save any e-matches, MJG initiators, or Talon igniters that may not have fired. We will want to test these afterwards.

Take a Video

Use your camera phone to take a video of the module, remote, or any equipment as the problem happens, or after the problem happens. Small details such as a crossed wire, error codes, or information displayed on the module can be critical to resolving.

Keep the Batteries

Do not throw away the batteries or remove them from the module in order to preserve their original 1P or 2P locations. We will want to test these later.

Do not Re-sync or Clear any Scripts from Remote

Do not un-sync, re-sync, or clear any scripts from the remote. Keep the remote as-is and don't make any changes. We'll want to test everything as it was during the show.

Recall Information and Write it Down

Recall the events of the show leading into the issue and make detailed notes as soon as possible. Our memories may change as time goes on and it's critical to note everything immediately.

Contact Scott Smith at help@cobrafiringsystems.com or 518-741-4300

Contact Scott to provide him this information. He can help you by asking the correct questions and providing further assistance to ensure we can avoid any further issues, whether operator or equipment. He is genuinely interested in helping as he is on our team.

Questions? Contact COBRA Support (518) 741-4300 or email help@cobrafiringsystems.com