

TANDEM

Newsletter

ISSUE 35, MARCH 2010



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Do you know?

When, How and to Whom you are to report a Tandem jump resulting in a reserve activation or injury or death to the T/I or student jumper?

Answer on page 2.

**This newsletter is written for:
Packers, Riggers, DZ Operators, Strong Tandem Instructors & Strong Tandem Examiners.
Your comments are welcome.**

A NEW YEAR, A NEW DECADE, FOR TANDEM

After almost 10 years under the FAA rule 105. Strong Enterprises is strengthening the standards that have long been in place. All T/I's are familiar with their TICC training and the 5 jumps in Phase one and the 5 jumps in Phase two. These jumps were intended to inform and train you as a Tandem Instructor on how to do a safe, instructive, informative Tandem jump with a first time Tandem passenger. What has changed? The process of the TICC has not changed, but the Tandem candidates have. New candidates coming to the TICC courses have started jumping under a much different base of learning. Many do not pack their own parachute. They are not familiar with construction or safety items on their personal gear. Certified factory trained Tandem Instructors are placed under a requirement to know their equipment intimately and be totally responsible for the Tandem student that they are taking for a skydive.

The student is their responsibility, 100%! Not the Drop Zone, not the packer, not the pilot, but the Tandem Instructor. Think about it. If something goes wrong, with the jump it is your responsibility to sort it out and come through it like a hero. The TICC is your opportunity to learn all the techniques and information you can and follow what you have learned during your years of Tandem jumping. It will make your job easier and your student passenger's jump safer.

What Strong Enterprises is doing for 2010 is revising the Student Passenger Waiver to conform to present day legal standards to protect, you, the student passenger and Strong Enterprises. Use it, you will be glad you did. We are also producing a Tandem Video Waiver that will be available for all Drop Zones using the Dual Hawk Tandem System. It will be released in April. See that your Drop Zone is using it. We have also tightened up the standard of using only approved components in the Dual Hawk Tandem System. It is your responsibility to see that all components used are approved for use in the Dual Hawk Tandem system. Be safe, train students well and have fun.

-Ted Strong D-16
President of Strong Enterprises

JOIN INTERACTIVE TANDEM PROGRAM AT...

...SKYDIVE EXPO / March 11-14, 2010 / DeLand, Florida

Part of Strong Enterprises' participation will be to conduct an Interactive, Tandem Specific activity aimed at developing a "Generic Safety Day Tandem Program" that is not gear specific, and can be incorporated into all tandem programs.

SKYDIVE EXPO will provide a golden opportunity for Tandem Instructors and Examiners in attendance to input their own ideas into this program. You are the people who have thousands of tandem jumps and have seen what does and does not go on the drop zone. Hopefully you will see this as an opportunity to have your say. As a community, we cannot go on dropping students from their harnesses, hook-turning them into the ground, or allowing Tandem Instructors mental lapses to result in their deaths. We need to be the authority that brings about change, any other authority would not be acceptable.

To our knowledge, from reading reports on past Safety Day activities, there hasn't been much established, or performed that is tandem specific and is aimed at the tandem owners, instructors, or packers. Nor is there commonality in activities from DZ to DZ.

A tandem specific program could include a moderator reviewing things that this EXPO group establishes, then inserting a gear specific segment using information and training aids provided by the manufacturer of the gear used on the drop zone. All of this could be augmented by videos and a Q & A session.

All we need now is your input as to what goes into this program. The lessons that you learned the hard way are of immeasurable value, so please don't miss your opportunity to save others the trauma. If you can't be there, send your suggestions to Bill Morrissey at: tandem@strongparachutes.com.

-Bill Morrissey

S.E WOULD LIKE TO CONGRATULATE...

Tandem Instructor

Stuart Bean

from New Zealand

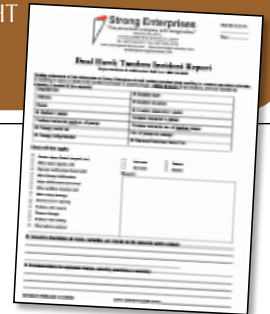
*with over
20,000 Tandem jumps
on a DHT!*

INCIDENT REPORTS

When you read the "Do you know" Answer..." you will know the When? How? and to Whom? of completing and submitting a Dual Hawk Tandem Incident Report. Most importantly we want to express **Why** it is so important that a DHT incident report is submitted when a Tandem jump results in a reserve activation or in an injury or death to the Tandem Instructor or student passenger.

The DHT incident report's specific information gives us an insight as to what caused the incident. By knowing and researching the cause of each incident we are able to make modifications to our DHT system and enhance our Tandem training for the better of our sport. Is through your feedback that we can know what works well in our gear or what needs to be improved or changed. We strive to provide the best equipment our Tandem sport has to offer keeping in mind the safety of our Tandem Instructors and student passenger.

Don't wait until it might be too late. If you have questions or notice something not function properly contact Strong Enterprises. Let us know your thoughts and concerns. The DHT Incident report is available online at www.strongparachutes.com or you can contact the Tandem Department at tandem@strongparachutes.com.



*Do you know?
Answer...*

Question on page 1.

When? ... Within 48 of the DHT incident.

How? ... By completing a Strong DHT Incident Report (form is available online).

To Whom? ... To Strong Enterprises by fax or e-mail.

In the event that an incident report cannot be completed in a timely manner, we asked that you contact Strong Enterprises by phone.



2010 SKYDIVE EXPO

Tandem Examiners, Instructors, Riggers & Pilots

If you plan to attend, we ask that you shoot us an e-mail at tandem@strongparachutes.com and let us know of your arrival. Don't forget to stop by our booth and say "Hello". Let us know how we can continue to better assist you on the field and with all your Tandem needs.



Visit us at the
SKYDIVE EXPO
Seminars - Education - Free Load Organizing
March 11-14 2010 - Deland, Florida
WWW.SKYDIVEEXPO.COM

- * Interactive "Safety Day" program development with Bill Morrissey
- * SE will have Tandem gear on display.
- * T/Is can come learn about the latest updates on the SE tandem system.
- * SE will also be showcasing our Pilot Emergency Para-Cushions.
- * SE will be displaying several models, a Para-Cushion to fit any aircraft.
- * Pick-up purchases while in town.

STRONG TANDEM EXAMINER COURSE - MARCH 15-17 2010

Course Costs:

- \$400 + Jump costs at the Drop Zone

Pre-Requisites:

- Strong and USPA Tandem Instructor for 3 yrs.
- Minimum of 500 Strong Tandem Skydives - USA & Canada*
- Minimum of 100 Strong Tandem Skydives - Outside the USA*
- 2 Letters of Recommendations
- Current Class III Medical

* Strong reserves the right to raise or lower this number on a case by case basis.

For all Tandem Instructors interested in becoming a T/I Examiner, Strong will be running its next Examiner course on **March 15-17 2010**, right after the Skydive Expo.

We consider many things when determining a candidate for becoming a Tandem examiner. One of the first things we look at is location, Strong will not consider a Tandem Examiner Candidate if there are other Examiners that cover the area. Secondly we review the applicant's qualifications.

If you meet our pre-requisite you must submit to Strong a **Tandem Examiner application**, a **Tandem Instructor Questionnaire** and **2 Letters of recommendation**. You may obtain these forms once you contact the tandem department at tandem@strongparachutes.com with your request on becoming a T/I Examiner. The letters of recommendation need to be from reputable sources; for example DZ owners or regional directors.



RE-CERTIFY YOUR DHT ACCORDING TO SERVICE BULLETIN 22

Remember to get you gear in for recertification if needed:

Service Bulletin #22 is integrated into the Dual Hawk Operation Manual and is covered under FAA Part 65.129 (d, e & f).

- d. Cannot alter unless specified by Administrator or manufacturer.
- e. Pack, maintain or alter ... That deviates from the procedures approved by the Administrator or manufacturer of the parachute.
- f. ...exercise privileges of certification and rating unless he understand current manufacturer's instructions.

All Dual Hawk Tandem Systems are authorized for use for eight years from date of manufacture, at which point they must be returned to Strong Enterprises or an authorized Strong Enterprises Recertification Center for any required updating and recertification. After the inspection, and if necessary reconditioning of the system, it may be placed back into service for five more years. At the 13th year from the date of manufacture the system must again be sent in for necessary reconditioning/recertification and may be returned to service for an additional five years. At the 18th year from date of manufacture the container/harness, risers and passenger harness will be taken out of service, however the Master reserve canopy may be recertified one more time with a specific letter for that reserve for an additional 5 years after which it will be taken out of service.

Complete service life of container/Harness & Passenger harness: 18 years
Complete service life of Master reserve canopy: (23) 18 years, with possible 5 year written extension to 23 years.

Check the gear's date of manufacture, if the year the gear was made in is:

2002: It will be due for the 8-year recertification this year, +/- 6 months from the month it was made

1997: It will be due for the 13-year recertification this year, +/- 6 months from the month it was made

1992: This will be the last year to use the container and passenger harness. While Master Reserve's will be due for the 18-year recertification this year, +/- 6 months from the month it was made.

DHT SYSTEM RE-CERTIFICATION CENTERS WORLDWIDE

Name	Location	Contact Information
Strong Enterprises	USA	sales@strongparachutes.com
Edmonton Skydive	Canada	info@edmontonskydive.com
Rigging Argentina	Argentina	riggingargentina@yahoo.com
Para Centro Locarno	Switzerland	felix@paracentro.ch
Fallschirmdepot Ostermuncher GMBH	Germany	info@fallschirmdepot.de
Isola' Quip	Netherlands	isolaquip@mac.com
Jump and Fly	Italy	info@jumpandfly.it
Fontanesi Pier Luigi	Italy	pffontanesi46@tin.it
New Sky Center	Italy	roberto@newskycenter.it
Elis's Fallschirmshop	Austria	shop@fallschirm.at
Air Safety Solutions PTY	Australia	Dave@airsafetyolutions.com.au
Ripcord Skydivers	Australia	ripcord@ripCORDskydivers.com.au
Precision Rigging (Sky Gear)	Australia	roryh@pobox.com
Wallace	Australia	spiffire1927@hotmail.com
Whenuapai Parachute Maintenance Center and Repairs	New Zealand	20 Puriri Rd., Auckland 1001

CUSTOMER SERVICE FROM STRONG ENTERPRISES

Strong Enterprises is committed to providing courteous, responsive, quality service to all our customers by fostering a respectful, positive, and knowledgeable sales staff.

Our customer service philosophy:

- Treat customers with dignity, respect, and courtesy.
- Listen earnestly and objectively to the needs of our customer.
- Respond to customers in a timely, efficient and responsible manner.
- Respond to customers with accurate and complete answers.
- Utilizing our knowledgeable Staff involvement to improve problem-solving for any of your product needs or product servicing.
- Utilizing our knowledgeable Staff involvement to provide seamless services / courses.
- Respect the rights of the customer to confidentiality.
- Solicit feedback from our customers on improving programs / courses and services.

Much of our customer service philosophy is based upon our AS9100 / ISO 9001 Policy. The quality of customer service must be measured by the end user of the product. While it is also important to engage intermediaries in the evaluation of our products, Strong Enterprises recognizes that customer surveys or feedback will be the greatest value when the Tandem Department or Sales Department solicits such input from its ultimate customer, which is the end user of the product or service. **-Strong Sales Staff**



Sales Managers:
John Makoski and Mike Rinaldi

You may contact
our Sales department at
sales@strongparachutes.com
or by calling (407) 859-9317.

For international calls
you can use
our toll free number,
1-800-344-6319.

Special Requests

1. We are asking for videos of Do's and Don'ts for training purposes. If you have any that you would like to share please send them to tandem@strongparachutes.com.
2. We need all Strong customers and representatives to update their contact information. This includes Examiners and Instructors.
3. Like to see your name in print? Send us your stories for our "Featured Instructor" article.

TANDEM INSTRUCTOR CURRENCY REQUIREMENTS



Strong Enterprises has changed the currency requirements for Tandem Instructors in order to take into consideration the high numbers of tandem jumps instructors are accumulating, and the fact that safe tandem procedures have become common knowledge and common practice.

Tandem Instructors are divided into two groups:

1. Those who have under 500 tandem jumps.
2. Those who have over 500 tandem jumps.

TO BE CURRENT:

1. Tandem Instructors with less than 500 tandem jumps need to have made 1 tandem jump within the last 30 days on the Strong Tandem System. In order to become current they would need to make 1 tandem jump with an experienced skydiver* as the passenger. This jump is to be made under the supervision of a current Strong Certified Tandem Instructor after they review both normal and emergency procedures.
2. Tandem Instructors with more than 500 tandem jumps on the Strong Tandem System need to have made 1 tandem jump within the last 90 days on the Strong Tandem System. In order to become current they would need to make 1 tandem jump with an experienced skydiver* as the passenger after they review both normal and emergency procedures.
3. Any Tandem Instructor who has not made a tandem jump within the last 6 months would have to make 1 tandem jump with a current Tandem Instructor as the passenger, after they review both normal and emergency procedures.
4. Any Tandem Instructor who has not made a tandem jump within the last 12 months would have to attend a re-currency course with a Tandem Examiner.

**Passengers on re-currency jumps must have at least 100 jumps experience. In addition, they must wear an altimeter, have a ripcord for main canopy deployment attached to their harness and the safety handles, which allow the passenger to cut away and pull the reserve, must be in place.*

This information is also located in the TICC Syllabus.

