



TRINITY Modification by Optical Support

OFFICIAL INFORMATION

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Dear all ARRI TRINITY customers and operators,

Recently we were saddened to learn of the secret development and promotion of a modification to the ARRI TRINITY system by Optical Support UK. While there is a rich history of personalization and modification within the stabilizer community, the changes carried out in this case are so significant that ARRI has no choice but to distance ourselves from this product as it does not meet our standards for reliability, safety, or certification.

As no attempt was made to engage with the engineering and development teams at either ARRI or FoMa, we can no longer vouch for the stability of the hardware and software now that it has been reverse-engineered and substantially altered. The modified product cannot be considered as an ARRI product any longer, and therefore we cannot support claims to warranty, global service and support or spare parts for this product. After many years of actively supporting Optical Support and providing extensive product details and service training we have unfortunately had to revoke their status as an ARRI dealer until further notice.

The changes are so dramatic, and affect mechanical, electronic and software components, that the product no longer qualifies for the existing CE and FCC certifications provided by ARRI. Similarly, all guarantees that ARRI supplies for the safe and risk-free operation of our systems can no longer apply.

We would request that any owners who decide to engage Optical Support for this modification refrain from continuing to refer to the system as a TRINITY rig. The TRINITY and TRINITY 2 names embody a level of innovation, reliability, and creativity that we do not believe are represented in this modified system. We truly hope that the reputation of existing operators is not altered by this modified product.

ARRI has a strong history of incorporating feedback from our customers and working with partners on many of our products, and we would encourage all creative and technical minds in the industry to continue to reach out to us with your ideas. We would love to work with you. The best place to provide feedback for the ARRI CSS range is through our dedicated section on the ARRI forum (<https://forum.arri.com>).