

**For immediate release:**

September 16, 2008

**Re: End of Life for all DVRs Manufactured Prior to September 15, 2003**

To all of our customers and partners;

This is an official End of Life notice for all i3DVR Digital Video Management Systems manufactured prior to September 15, 2003. Please note that due to rapidly changing technologies we will no longer be able to support any such DVR system.

As of September 16, 2008, i3DVR International will no longer offer support of any kind, including but not limited to technical support and repairs (RMA), for all units with serial numbers preceding **103-528**.

In order to continue receiving i3DVR technical support, a brand new i3DVR DVMS unit must be purchased. To further clarify, no support will be offered for any unit manufactured prior to September 15, 2003, even if a brand new unit is purchased by the same customer.

Please contact technical support at [support@i3dvr.com](mailto:support@i3dvr.com) or by phone: 1.877.877.7241 if you have any other questions or issues.

Thank you very much for your attention and cooperation.  
Best regards,

A handwritten signature in black ink that reads "B. Hoang" with a stylized flourish above the name.

**Bob Hoang**  
Technical Support and Services  
1.416.261.2266 x107  
[bob@i3dvr.com](mailto:bob@i3dvr.com)