



**For immediate release:**

June 30, 2010

**Re: Limited Support for all i<sup>3</sup>Server – SRX-Pro and iP-Pro Manufactured Prior to June 2007**

To all of our customers and partners;

This is an official Limited Support notice for all i<sup>3</sup> International Digital Video Management Systems manufactured prior to June 2007. Fast advancements in the industry cause the replacement parts to become obsolete and unavailable very quickly. As of July 1<sup>st</sup>, 2010, i<sup>3</sup> International can no longer guarantee RMA repairs for all units with serial numbers preceding **113-500** since the required replacement parts may not be available.

While all systems with serial numbers preceding **113-500** are now out of warranty, technical support can still be obtained at a standard service charge rate\*. Please be advised that due to the age of the system not every technical issue can be resolved.

For additional information please consult the warranty policy that came with your system.

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,  
*Technical Support and Services*

***\*Service charge will be waived for i<sup>3</sup> International registered dealers.***