

June 20, 2008

Re: 270 Watt Power Supply Replacement Option

To all of our customers and partners;

This technical bulletin concerns all owners of i³DVR Compact Wallmount DVMS manufactured in 2006 onward. Please familiarize yourself with this document as it outlines the negative impact the unfavorable environmental conditions may have on the operation of your DVMS, specifically the impact on the power supply. Standard i³DVR Compact Wallmount DVMS units until recently came equipped with a 270-WATT power supply, which was selected for its quiet performance facilitated by the fan sleeve-bearing technology.

When i³DVR DVMS unit is installed in an environment that meets the manufacturer's requirements, the sleeve-bearing and ball-bearing power supplies will operate equally well. However, installing the i³DVR DVMS unit in an environment where average temperatures exceed recommended range may result in a shorter lifespan of the sleeve-bearing power supply. In the environments where internal temperature of the unit exceeds 70° C the sleeve-bearing power-supply may become inoperable.

In order to function properly and to its full potential, i³DVR DVMS units must be located in a clean dust free room and a well ventilated area with consistent temperatures within the acceptable range of **20-25° Celsius**. In particular, the acceptable temperature range must be maintained for longevity of the 270-Watt power supply. Operating Relative Humidity in the server room should be 20% to 80% (non-condensing) and using an uninterruptible power supply (500 VA) with a constant power of 118 to 120 AC. If the installation environment does not meet the conditions above, there is a risk of the 270-WATT sleeve-bearing power supply becoming inoperable.

i³DVR is committed to high quality products and services and as such we offer the power supply exchange option to those of our clients, who have already experienced problems with their sleeve-bearing power supplies.

As a part of this power supply exchange initiative, the customer needs to contact our Technical Support line first in order to positively establish the root of the problem. The incident number and RMA order will be generated. Subsequently, the purchase order for a replacement ball-bearing power supply must be placed by the customer. After the payment is received, the new ball-bearing power supply will be shipped immediately to the customer. The client is then expected to ship the original sleeve-bearing power supply back to i³DVR International Inc. Upon receipt of the original power supply, i³DVR International Inc. will issue full refund for the ball-bearing supply including the shipping fees to the customer. Thank you very much for your attention and cooperation.

Please contact our technical support line 1.877.877.7241 for further details.
Best regards,



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