

April 20, 2009

Re: Technical Report on Compact Wall Mount DVR Product Line

To all of our customers and partners;

The compact wall mount DVR line has been introduced on the market 3 years ago. Over the 3 years there had been a single minor change done to the physical design of the chassis in order to ensure the UL/ULc Standard conformity. The short report below provides data on defective parts and explanation of some of the technical issues.

The compact wall mount chassis delivers 4 DVR models:

- a. SRX-Pro Ultra Lite 6010/16
- b. SRX-Pro Lite 12010/16
- c. SRX Pro 24020
- d. SRX Lite

All 4 DVR models use the same hardware with the exception of different CPU, memory size, and video card models.

Description	Quantity	Percentage
Total number of compact wall mount DVRs produced/shipped	2469	
Number of SRX-Pro Ultra Lite 6010/16 produced/shipped	372	15.1%
Number of SRX-Pro Lite 12010/16 produced/shipped	1222	49.5%
Number of SRX-Pro 24020 produced/shipped	875	35.4%
Main components:		
Power supply (270W)	216	8.7%
Power supply (350W)	0	0.0%
Video graphic card	172	7.0%
CPU	0	0.0%
Capture card	76	3.1%
I/O card	22	0.9%
Motherboard	70	2.8%
Memory (256MB, 512MB)	97	3.9%
CD/DVD	134	5.4%
Hard drives:		
80 GB Western Digital	27	1.1%
80 GB Seagate	10	0.4%
320 GB Western Digital	77	3.1%
500 GB Western Digital	143	5.8%
500 GB Seagate	19	0.8%
750 GB Seagate	9	0.4%
1 TB Seagate	2	0.1%

The above table shows that the number of defective 270W power supplies and video graphic cards comprise the highest failure rate, 8.7% and 7.0% respectively.

To reduce the power supply failure rate, i³DVR discontinued the use of 270W power supplies one year ago by switching to a new 350W power supply model. The new Seventeam 350W has the MTBF (Mean Time Between Failure) of 100,000 hours minimum at 25° Celsius. For more information on Seventeam 350W power supply, please refer to the document below for further details or go to:

http://www.seventeam.com.tw/product_contentx.php?theme_select=1english&pid=137&cid=84

The reported defective rate for video graphic card is 7%*, however, this figure is based on a cumulative number of all graphic card models that i³DVR has used for the compact wall mount DVRs. These include Radeon AGP 9250, ATI X550, ATI X1050, and ATI HD3450. This statistic also includes the graphics cards that had no manufacturer defects, became unseated during shipping defects and worked fine after being re-seated.

**Note:* This statistic above does not include Ultra Lite and Pro Lite models that use only onboard graphic card.

Other components that have been reported to fail are CD/DVD optical drives and the hard drives. Minimal usage is the main reason for the optical drive failure. Our experience shows that when CD/DVD is not utilized on regular basis, it accumulates dust build-up and may malfunctions as a result. To reduce the number of hard drive failures, i³DVR has discontinued the use of Western Digital IDE hard drives in its production 2 years ago by switching to Seagate SATA drives. The recorded defect rate for Seagate drives has been very minimal.

Conclusion:

When shipping and electrical surges, the two most common causes for the DVR damage, are taken into account, the defective rate for the compact wall mount DVR units becomes very low. To decrease the likelihood of preventable damage, i³DVR highly recommends the use of a quality surge protector with all DVR units. Cool and clean environment with good ventilation is also essential for longevity and proper functioning of a DVR unit.

Recognizing that certain parts have higher defect rate, i³DVR was always able to adapt very quickly by switching to more reliable and higher performance parts. i³DVR International stands behind its warranty and services and continues to search for the best quality parts in the market place for its product lines.

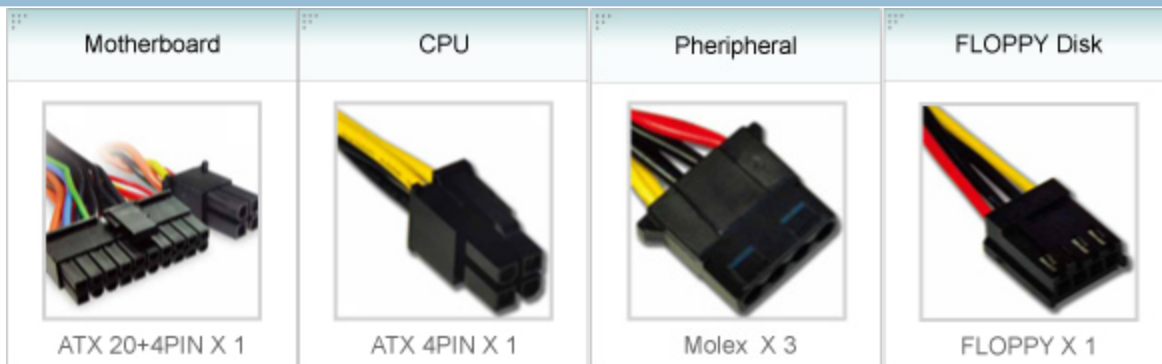
ST-350M-AE



ST-350M-AE Feature

- For Server and workstation
- Conformed to IPC SFX 12V Type
- Output Capacity: 350Watts Continuous
- **Provide Dual +12V rails, for stability and safety**
- 100% Hi-Pot test
- **High Efficiency**
- **Low Ripple & Noise**
- 80mm Low-Noise Fan
- **Dimension: 100* 125 *78mm**
- Life expectancy: MTBF >100,000 hours
- Multiple Protections Function: (OCP, OVP, UVP, OPP)
- Safety Approval: TUV, CB, UL, FCC





Specifications

Model No	ST-350M-AE
Output Wattage	350W
PFC	Active PFC
Efficiency	> 70 % FULL LOADING
Noise Level	20 dB at 60W LOAD
P. G. signal	100-500 ms
Hold-up Time	16ms at 25°C
Weight	1.2 KG
Color	Silver
Fan	Single 80 mm DC Fan
Dimension	100mm (L) x 125mm(W) x 78mm(H)
Protection	OCP, OVP, UVP, OPP, Short Circuit Protection

INPUT

Input Voltage	90-264 VAC
Input Frequency	50 ~ 60 Hz
MTBF	100,000 hrs minimum (at 25 °C)
Input Current	6.3A at 115V/230V

OUTPUT

Voltage	+5V	+12V1	+12V2	-12V	+3.3V	+5Vsb
MIN	1	1	1	0.0	1	0.0
NOM	9	9	9	0.25	10	1
MAX	18	18	18	0.5	20	2
Units	AMPS	AMPS	AMPS	AMPS	AMPS	AMPS

Environment

Operation Temperature	5°C to 50°C
Storage Temperature	-40°C to 70°C
Operation Humidity	20% to 85%, non-condensing
Storage Humidity	10% to 95%, non-condensing

Note:

- 1) The maximum continuous total DC output power shall not exceed 350 Watts.
- 2) The maximum continuous combined load on +5V and +3.3V outputs shall not exceed 150 Watts
- 3) The maximum continuous combined load on +12V1 and +12V2 outputs shall not exceed 240 Watts.
- 4) The maximum continuous combined load on +5V, +3.3V, +12V1 and +12V2 outputs shall not exceed 334 Watts.

Please contact technical support at 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,



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