



For immediate release:

October 14, 2009

Re: Limited Support for all DVRs Manufactured Prior to November 1, 2006

To all of our customers and partners;

This is an official Limited Support notice for all i³DVR Digital Video Management Systems manufactured prior to November 1, 2006. Fast advancements in the industry cause the replacement parts to become obsolete and unavailable very quickly. As of November 1, 2009, i³ International can no longer guarantee RMA repairs for all units with serial numbers preceding **112-700** since the required replacement parts may not be available.

While all systems with serial numbers preceding **112-700** 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 or by phone: 1.877.877.7241 if you have any other questions or issues.

** Service charge will be waived for i³ International registered dealers.*

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