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## Warranty Policy

### Warranty Terms and Conditions

By using i3's products and/or services, the user agrees to be bound by i3's Warranty & Customer Care Policy as set forth herein. The warranties stated in this policy is subject to all of the following terms and conditions:

- 1. Proof of Purchase:** The original invoice from i3 or its dealers is the only acceptable proof of warranty. Users will be asked to furnish proof of purchase to i3 when requesting warranty service on their i3 products.
- 2. Coverage:** i3's limited warranty policy is applicable to **factory repairs only** and does not include any on-site repairs. All i3 warranties are non-transferable and are only available to the original end-user. For on-site service, repair, and installation, users are asked to contact their dealers, who may, for an additional fee, provide service and support at the user's location at the dealer's prevailing per-incident billable rate for such service. i3's warranties only cover manufacturing defects for i3's products only, and do not cover damages beyond i3's control. In no event shall i3 be liable for any direct, indirect or consequential damages, loss of anticipated profits, loss of time or any other losses incurred by the user in connection with the purchase, installation, operation or failure of i3's products.
- 3. Notification of Claims - Warranty Service:** If the user believes that the product is defective in material or workmanship, then the RMA process outlined in the i3 RMA Policy shall be followed promptly by the user to begin a warranty claim with i3. All claims for warranty service must be made within the warranty period. If after investigation i3 determines that the reported problem was not covered by the warranty, the user shall pay i3 for the cost of investigating the problem at its then prevailing per incident billable rate. No repair or replacement of any product or part thereof shall extend the warranty period as to the entire product. The specific warranty on the repaired part only shall be in effect for a period of ninety (90) days following the repair or replacement of that part or the remaining period of the product parts warranty, whichever is greater. The specific warranty on the repaired parts only in the rebuild ("overhaul") units, where the number of new parts exceeds the number of recycled parts, shall be in effect for a period of one hundred and eighty (180) days following the repair service.
- 4. Exclusive Remedy - Acceptance:** The user's exclusive remedy and i3's sole obligation is to supply (or pay for) all labor necessary as per its Warranty Policy, and to repair any product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for defective parts. If repair or replacement fails to remedy the defect, then, and only in such event, shall i3 refund to the user the purchase price for such product. The user's failure to make a claim as provided for in this policy or continued use of the product shall constitute an unqualified acceptance of such product and a waiver by the user of all claims thereto.
- 5. Exceptions to Limited Warranty:** i3 shall have no liability or obligation to the user with respect to any product requiring service during the warranty period which is subjected to any of the following: abuse, improper use, negligence, accident, modification, failure of the end-user to follow the operating procedures outlined in the user's manual, failure of the end-user to follow the maintenance procedures in the service manual or online for the product where a schedule is specified for regular replacement or maintenance or cleaning of certain parts (based on usage) and the end-user has failed to follow such schedule; attempted repair by non-qualified personnel; operation of the Product outside of the published environmental and electrical parameters, or if such product's original identification (trademark, serial number) markings have been defaced, altered, or removed. i3 excludes from warranty coverage products sold as-is and/or with all faults and excludes used products which have not been sold by i3 to the User. i3 also excludes from warranty coverage consumable items such as fuses and batteries. All software and accompanying documentation furnished with, or as part of the product is furnished "as-is" (i.e., without any warranty of any kind), except where expressly provided otherwise in any documentation or software/license agreement furnished with the product. Changes or modifications to i3's products not expressly approved by i3 will void the user's authority to operate the i3 product and void any or all warranties herein. Users are responsible for using i3-approved hard drives in their i3 products. Use of any other hard drives will void i3's warranty on the equipment. Failure to use an uninterrupted power supply (1000 VA)

with a constant power of 118 to 120 AC with each i3 HVR/NVR Server will void i3's warranty coverage for the applicable product(s).

Users may purchase extended warranty package(s) for purchased goods. i3 reserves the right to cancel or make changes to its warranty policies without notice.

To obtain warranty service, the user must:

- Comply with i3's **Return Merchandise Authorization (RMA) Policy**, and i3's **Shipping Policy** set forth on i3's website.
- Obtain an RMA number from i3 by calling i3's Technical Support Number: 1-877-877-7241. i3 System and parts may not be returned without written permission from i3 and without user obtaining an RMA number.
- Arrange for delivery of the product to **i3's premises, 780 Birchmount Road, Unit 16, Scarborough, ON Canada M1K 5H4 in Canada or 4001 Cobb International Boulevard, Kennesaw, Georgia, 30152 in the US.** All shipments must be shipped prepaid<sup>1</sup>, insured and properly packaged, preferably in the original packaging, and accompanied by a letter outlining the defect.
- Supply the warranty registration or bill of sale or other evidence of the purchase date.
- Return the product **within 45 days** of the receipt of the RMA number.

<sup>1</sup>Please refer to the **Freight Costs** section in the **RMA Policy** below, and i3's **Shipping Policy** for more information.

**The user's replaced or repaired product carries the remainder of the original parts and factory repair labor warranty.**

**Note - Data Backup:** User shall be solely responsible, at their own expense, for maintaining backup data necessary to replace user data lost or damaged from any cause. i3 will not be held liable for any data loss resulting from the repair or replacement of its products. Hard drive and other storage components may be formatted during warranty repair, resulting in unrecoverable data loss.

## 5-year Limited Product Warranty

The 5-year Limited Product Warranty applies to the following i3 products shipped on or after **July 1, 2017** and carry a **5-year parts and factory repair labor warranty**, except specific product components and other exceptions, as specified:

- i3 Encoders
- i3 PoE Network Switches
- Non-DVR/NVR i3 Accessories
- i3 Cameras<sup>2</sup>

<sup>2</sup>The following camera models carry a **1-year parts and factory repair labor warranty: Ax63Z**

Fans, power supplies, hard drives, and camera housings of these listed products carry a **3-year parts and factory repair labor warranty** only.

Built-in White LED of Ax65W camera carry a **1-year parts and factory repair labor warranty** only.

## 3-year Limited Product Warranty

The 3-year Limited Product Warranty applies to the following i3 products shipped on or after **July 1, 2017** and carry a **3-year parts and factory repair labor warranty**:

- Embedded DVRs/HVRs
- Extended Storage Arrays
- Hard Drives
- Portal Card Access & Accessories
- UIO8 LAN Inputs and Output Peripheral Device
- LCD Monitors
- PoE Splitters, Video Baluns and CAT5 Extenders
- PTZ Joystick

The i3 products listed below, shipped on or after July 1, 2017, carry a **3-year parts and 1-year factory repair labor warranty**. All DVR, HVR, and NVR products listed below are eligible for i3's Flat Rate Warranty Repair during years 2 and 3 of the original Limited Product Warranty. Please contact i3's Customer Care for Flat Rate Warranty Repair pricing.

- Digital Video Management Systems (NVR Servers)
- Hybrid Video Management Systems (HVR Servers)
- Video Pilot Matrix Servers
- i3 Ai Servers
- Video Pilot Matrix Console / Video Pilot Client Systems

## 1-year Limited Product Warranty

All demo products, gift cameras, VaaS cameras and certain i3 camera models (see above) carry a **1-year parts and factory repair labor warranty only**.

## Limited Product Warranty

All i3 products shipped prior to **July 1, 2017** carry i3's Limited Product Warranty, except specific components and other exceptions, as follows:

### HVR's, NVR's, and DVR's

Most i3 systems carry a 3-year parts and 1-year factory repair labor warranty, EXCEPT i3 DVR/HVR models below, which carry 1-year parts and factory repair labor warranty:

- 2L16XX
- 3L16XX
- 4L10XX/4L16XX

### Camera Warranty

Most i3 cameras carry a 3-year parts and 1-year factory repair labor warranty, EXCEPT i3 camera models below, which carry 1-year parts and factory repair labor warranty:

- Ax63Z
- i3S730PTZ
- i3S750PTZ
- NDB100K

### Accessories Warranty

Most i3 accessories carry a 3-year parts and 1-year factory repair labor warranty, EXCEPT i3 accessories below, which carry 1-year parts and factory repair labor warranty:

- Network Storage Devices
- Network Switches & PoE
- Camera Lenses
- UIO8 LAN Inputs and Output Peripheral Device
- Camera Brackets & Housing
- UTP & Power Supplies
- Monitors

## Two-for-One Camera Replacement Program

Eligible i3 cameras are covered under i3's Two-for-One Camera Replacement Program. If an eligible i3 camera becomes defective due to manufacturing process within the first year from the i3 shipping date, the camera will be repaired free of charge by i3. In addition, i3 may ship, at its own expense, an additional camera of the equivalent model. Please mention the Two-for-One Camera Replacement Program when contacting i3's Tech Support to obtain the RMA number.

Please note that all i3 cameras are covered under the Two-for One Camera Replacement Program, EXCEPT for replacement cameras, gift cameras, demo cameras, VaaS cameras and certain i3 camera models, which carry 1-year parts and factory repair labor warranty (see above).

For warranty assistance, please call i3's technical support line at 1.877.877.7241 or email i3 at [support@i3international.com](mailto:support@i3international.com) to get an RMA number. As soon as the nature of the product's defect is determined, i3 will notify the user whether the camera defect is due to manufacturing process or misuse. Once i3 determines that the camera defect is due to manufacturing process, the original camera will be repaired or replaced by i3, and in addition, i3 will provide a gift replacement camera upon the user's request. Eligible i3 cameras qualify for the Two-for-One Camera Replacement Program only once in its lifetime. Repaired, replaced, or gift cameras carry the remainder of the original parts and factory repair labor warranty. Repaired, replacement and gift cameras are not eligible for the Two-for-One Camera Replacement Program.

i3 reserves the right to cancel or make changes to the Two-for-One Camera Replacement Program without notice.

## 45-Day Advanced Replacement

If an i3 product appears defective within 45 days from the shipping date, and if the i3 Tech Support team has issued an RMA number for the product (see below for RMA Policy), a brand-new unit may be requested as an advanced replacement, before i3 having received the defective product. Advanced replacement units will be identical or functionally equivalent to the original unit. The user's credit card or account will initially be charged the full amount for product cost and **standard ground shipping**.

Failure of a major component within the unit will result in a unit replacement. Failure of a minor component or of the unit accessory will result in part/component replacement.

Depending on the condition of the received unit, a credit for the charged amount may not be issued if the unit/part/component damage is found to be due to misuse. To qualify for warranty coverage, the unit/part/component damage must not be resultant from abuse or neglect, willful or accidental.

i3 is not obligated to provide User with a substitute unit during the warranty period or at any time.

## Limited Warranty for i3's Smart Subscription Equipment

For users subscribing to i3's Smart Subscription services, defective equipment may be replaced at any point during the subscription term. Dealers are responsible for installing and upgrading equipment, technical support, on-site repairs, and service calls to the user during the first year of the contract term. Dealers may charge a servicing or labor fee to the user for servicing the products after the first year of the contract term.

If an i3 product appears defective during the term of the agreement, the user may contact their Dealer to request a replacement unit from i3 as an advanced replacement. Users and Dealers are responsible for complying with the RMA Policy outlined below in this agreement. Replacement units may be shipped by i3 and will be identical or functionally equivalent to the original unit. i3 will pay for shipping and provide the user with prepaid standard-ground return shipping for the defective unit.

The user's credit card or account will be initially charged the full amount for product cost. Depending on the condition of the received unit, the credit may not be issued if unit/part/component damage is found to be due to misuse. To qualify for warranty coverage, the unit/part/component damage must not be resultant from abuse, neglect or accident.

To qualify for a new replacement unit/part/component and or credit under the i3's warranty programs, users and dealers must abide by the RMA process outlined in the RMA section of this policy.

i3 makes no guaranty as to the reliability, quality, availability, accuracy, or completeness of the equipment or software as it pertains to i3's Smart Subscription program in regard to its use with non-i3 equipment and/or out-of-warranty i3 products.

## Out-of-Warranty Repairs

DVR/HVR/NVR models not currently under warranty and more than 3 years but less than 5 years old since the manufacturing date can be sent in for repair at a Flat Rate. Please contact Customer Care for more information about out-of-warranty Flat Rate for repairs.

## Returned/Exchanged Merchandise Authorization (RMA) Policy

All returns are subject to i3's Shipping Policy. All items returned to i3 must be accompanied by an RMA number, without exception. Merchandise without an RMA number will be refused by i3's receiving department. Any product returned without prior authorization will be sent back to the user, collect. Please include the RMA number on the waybill or shipping label and write it clearly and prominently on the top right corner of the shipping box.

If i3's RMA department determines that the product damage was a result of incorrect use or user abuse; the user will be sent a repair estimate. The user must approve the repair estimate before the product can be fixed. Once the repair estimate is approved by the user, the product will be repaired and shipped back to the user at their expense. If the user chooses not to repair the damaged product, it will be shipped back at their expense.

### RMA Process

To qualify for any RMA repair or replacement, the process below must be followed:

- User contacts i3 Technical Support (1.877.877.7241) and requests a repair RMA Number
- If product is not covered under repair warranty, user issues PO for repair, in accordance with the Flat Rate Warranty
- RMA number is sent to the user; user ships the unit to i3 **within 45 days** of RMA number receipt; the unit is received at i3 premises
- Unit is repaired by RMA technician
- Repaired unit is shipped back to the user
- Any flat rate RMA repair charges are invoiced under user's PO

RMA number can be obtained by sending an email to [rmastupport@i3international.com](mailto:rmastupport@i3international.com) or speaking with i3 Technical Support Department (1-877-877-7241).

The following product information will be obtained:

- Model and serial number
- Date of shipment from i3 Factory, Purchase Order (PO) number, Sales Order (SO) number or i3 invoice number
- Details of defect or reason for return

If the RMA is approved, the RMA number will be issued and provided to the user. All RMAs must include an i3 Invoice number or user PO number for the product in question. Without an i3 Invoice or user PO number reference, no credit can be issued by i3. Once the RMA number is issued, the user will be directed to include the RMA number with the shipment back to i3's premises. Please note that RMA number will expire **45 days** from the date of issue. Upon expiration, users may contact Technical Support to obtain a new valid RMA number.

The unit to be repaired is to be returned in either its original carton or a similar package affording an equal degree of protection.

**Note:** Prior to shipment of replacement or repaired units or parts from i3's premises back to the user, i3 requires a PO from the user citing i3's RMA number as confirmation that the user wishes to have this product sent to their attention. In some cases, user PO will be required before RMA number is issued. See RMA Process section for more information.

### Freight Costs

Users and Dealers are responsible for freight costs to ship equipment to i3. i3 will pay for return freight costs to ship the equipment back to the user. Only in the case of Advanced Replacement and Smart Subscription Warranty replacement will i3 pay freight two-ways. All shipping paid by i3 will be for standard ground shipping only. Users may upgrade the shipping at their own expense. Please refer to i3's **Shipping Policy** for more information.

All freight costs associated with replacement of warranty parts after expiration of the original labor warranty period are the responsibility of the User.



## Return for Credit

To return i3 products for credit, users must obtain an RMA number, marked 'Return for Credit'. Provide the reason under "Reason for Return" as well as the user original PO number or i3 invoice number, for reference. Without i3 Invoice or user PO number reference, no credit can be issued by i3. All products returned for credit are subject to inspection and testing before determination is made to allow credit. i3 products may be returned to i3's premises for a full credit, excluding freight costs, provided that:

- the returned products are received at i3 facility within 30 days of the original ship date
- the products are new, unused and in "resale condition"
- product manufacture date is 3 months or less
- products are returned in their original, unopened packaging

Return for Credit products received at i3 facility within 31-90 days from the original ship date are subject to a 25% restocking fee. A credit memo of 75% of the original invoice, excluding freight, will be issued to the user provided that all other RMA conditions above are met. No credit returns will be processed beyond 91 days from the product's original ship date.

## Shortages, Defects; Losses and Damage in Transit

Shortages and defects must be reported to i3 immediately. Claims for losses or damage in transit must be made, as provided by law, to the transportation company by the buyer.

## Bulk RMA Shipments

Users who wish to accumulate a number of components for a bulk RMA shipment must request an RMA number when ready to ship the product(s). Users must keep records of Serial, Invoice, and PO numbers per item.

## System Installation and Maintenance

Note: i3 takes no responsibility for the installation of the i3 System. The installation must be performed by a qualified or certified service personnel and must conform to all local codes. Please contact i3 for the list of certified i3 Dealers in the area. The user is responsible for reading all of the safety precautions and operating instructions before using i3's products.

**Note:** Users are responsible for using i3-approved hard drives in their i3 products. Use of any other hard drives will void i3's warranty on the equipment.

## Installation Requirements

In order to function properly and to its full potential, i3 HVR/NVR Server must be located in a clean dust free room and a well-ventilated area with consistent temperatures within the acceptable range of **18-25° Celsius (64-77° Fahrenheit)**. The acceptable temperature range must be maintained for the stability of the i3 HVR/NVR Server.

Operating Relative Humidity in the server room should fall within the acceptable range of **20% to 80% (noncondensing)**. In addition, an **Uninterrupted Power Supply (1000 VA)** with a constant power of 118 to 120 AC must be used with each i3 HVR/NVR Server. If the installation environment does not meet the conditions above, there is a risk of system malfunction.

i3 will only warranty its products if the installation environment meets the conditions above. Should the environmental conditions be not met, the i3 HVR/NVR Server warranty will be voided. i3 is not responsible for viruses. Users shall install antivirus programs onto their i3 System at their own risk. For more details on the limitations of this warranty, contact the Dealer. Users are responsible for the creation of a secure admin password for all connected devices. The user is responsible for installing all Windows updates to ensure that their i3 equipment and software operate without disruptions.

## Maintenance Recommendations for i3 HVR/NVR Servers

HVR/NVR Server cleaning is the practice of physically cleaning the interior, and exterior, of an HVR/NVR Server including the removal of dust and debris from cooling fans, power supply, and hardware components. Recommended maintenance frequency for i3 HVR/NVR units is once every 6 months.

When selecting a storage location for the system, be sure to avoid:

- excessive heat, such as direct sunlight or heating appliances
- moisture, dust, and smoke
- magnetic fields or electrical waves
- temperatures below 5° Celsius or 41° Fahrenheit
- any obstructions to the system's ventilation holes

Before installing this system, always ensure the:

- power source is located within 3 feet or 1 meter of the UPS
- power is switched off (\*\*Do not plug in the HVR/NVR unit)
- system and its connecting cables have sufficient space
- system is placed on an even surface
- system is situated far from electronic equipment such as
- microwaves, radios, fridge compressors, or any type of wireless equipment such as telephones or cell phones)
- system is at room temperature (18° – 25° Celsius or 64° – 77° Fahrenheit)

## i3 System Installation Procedure

Once the suitable location is found, begin installing the i3 System:

- Ground yourself.
- Take the main i3 System unit out of the box carefully and place it on a clean, flat area to unpack.
- Once the unit is secure and stable, connect the hardware (mouse, keyboard, etc.) found in the i3 System box.
- Connect the keyboard and mouse to the USB ports, on the back of the i3 System.
- Plug in the main monitor into the video port on the i3 system
- Connect analog camera inputs (if present) to the HVR.
- Connect the IP camera inputs (if present) to the switch, then connect the switch to the RJ45 network port labeled "IP Cameras" on the back of the i3 System.
- Connect the power cable(s) to an Uninterrupted Power Supply (UPS). UPS must be used to maintain unit warranty.
- Finally, connect the power cable to the Main power supply on the i3 System. If present, put the toggle power switch on the power supply into the ON position.
- The system will power on automatically. If this does not happen, press and hold the toggle button power switch at the front of the unit (if present) for 2 seconds. The system will then power up).
- The user is responsible for installing all Windows updates to ensure that their i3 equipment and software operate without disruptions.

## i3Ai Requirements and Limitations

i3 Artificial Intelligence (i3Ai) software accuracy depends in a large part on the correct camera positioning and software setup. Follow all the best practices, hardware requirements and setup recommendations listed below for accurate i3Ai detection:

- i3Ai object detection requires that the minimum object size be met, in relation to the total image view. Minimum object sizes are as follows:
  - o Human, Car – 5%
  - o Head, Face\* – 4%Note: For proper detection, the face must be facing towards the camera.
- For accurate i3Ai detection, minimum GPU frame rate must be met for each i3Ai channel. i3Ai detection requires a minimum of 2fps per channel or higher; i3Ai tracking requires a minimum of 5fps per channel or higher.



To calculate the supported frame rate per channel, divide the total number of frames per second supported by the GTX graphics card and divide it by the total number of i3Ai channels.

Example:

GTX1050/1050i supports a total of 10fps; GTX2070 supports a total of 18fps.

When using GTX1050i, a maximum of 5 i3Ai detection OR a maximum of 2 i3Ai tracking channels can be supported.

When using GTX2070, a maximum of 9 i3Ai detection OR a maximum of 4 i3Ai tracking channels can be supported.

- The following video image conditions must be met for accurate i3Ai object detection:
  - o The object must be bright/well lit and in focus.
  - o The object must not be far away from the camera.
  - o The object must meet the minimum required object size.
  - o The object must move at a regular speed. Objects that are moving too fast across the screen may not be detected even if the minimum fps is met.
  - o The object must not be fully or partially obstructed by another object (e.g. wall, pole, tree, etc.)
  - o The object must be clearly distinguishable from other objects. I.e. Object may not be detected when clustered together with other objects, far from the camera.
- The following environmental conditions must be met for accurate i3Ai object detection:
  - o The lighting conditions must good and sufficient to be able to recognize objects in question with a naked eye in the camera view.
  - o Adverse weather conditions may interfere with normal i3Ai performance. E.g. heavy rain, fog, hail, direct sunlight (sun flare) may affect detection accuracy.
- The following infrastructure conditions must be met for accurate i3Ai object detection:
  - o Network bandwidth must be at least 1Gbps per port.
  - o Network must not be overloaded, which can cause dropped frames. I.e. dropped frames will negatively affect i3Ai detection accuracy.
- The i3Ai detection zone must be drawn in such a way as to meet the recommendations below:
  - o Detection zone must include only the areas of interest and must exclude the areas that may interfere with the detection process. E.g. When monitoring a parking lot, draw the detection area around the parking lot only, and exclude the busy road from the detection zone.
  - o Detection zone must cover the area of the video image where the objects will meet the minimum 4% and 5% minimum object size requirements. Exclude the areas too far from the camera where objects do not meet the minimum object size.
  - o Detection zone must exclude the areas, where the objects will move through the area too fast to be detected, such as a busy freeway.
  - o Detection zone must exclude the far-away areas with large clusters of objects. E.g. last rows in a large parking lot, where cars have a potential of not meeting the minimum object size.
  - o Detection zone must exclude areas, where objects may be partially or fully obstructed by other objects. E.g. Building wall, shipping container, garbage bin, etc.

**Important:** Only authorized trained personnel may change internal components; replaced components must be identical to the original factory components as well as CE/FCC/UL/ULc recognized in order to maintain UL/ULc certification.

**Training:** For up-to-date training information and class scheduling, please contact i3 directly at 416-221-2266 or at its office located at 780 Birchmount Road, Unit 16, Scarborough, ON Canada M1K 5H4.

**Support:** For technical support, please contact i3's Technical Support Department (1-877-877-7241) The support line is manned Monday to Friday 9a.m. to 8p.m. EST, except holidays and weekends.



# Warranty & Customer Care Policy

Rev. 200812

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