

February 24, 2006

**To:** HySecurity Distributors  
**Regarding:** Internet Sales Tech Support

Some distributors are selling directly to Internet sales companies. There also may be distributors who are unwittingly selling operators to companies which, in turn, are doing the same.

Some of these Internet sellers are telling potential customers that HySecurity provides direct tech support for their customers. That is not true. While it's not illegal for a reseller to sell HySecurity operators via the Internet:

**HYSECURITY DOES NOT PROVIDE DIRECT TECHNICAL SUPPORT TO INSTALLERS OR END USERS WHO PURCHASED THEIR OPERATORS FROM A NON-HYSECURITY AUTHORIZED DISTRIBUTOR UNLESS THE AUTHORIZED DISTRIBUTOR WHO SOLD THE OPERATORS TO THE RESELLER IS INVOLVED IN THAT TECHNICAL SUPPORT**

**NOTE: HySecurity's industry leading 5-year warranty is only valid when the operator is installed by a licensed contractor.**

## **HYSECURITY TECHNICAL SUPPORT**

HySecurity provides tech support through HySecurity Authorized channels as defined below.

### **1<sup>st</sup> Tier Support: Dealer/Installer**

HySecurity relies on dealer / installers for end user tech support, including beginning the RMA (return merchandise authorization) warranty process.

### **2<sup>nd</sup> Tier: HySecurity Authorized Distributor**

HySecurity distributors provide backup technical support. A dealer who cannot handle their tech issue must call the distributor from whom they purchased equipment for additional tech support. Only HySecurity distributors may secure an RMA number from HySecurity and return possible warranty claim parts for inspection, testing and credit.

### **3<sup>rd</sup> Tier: HySecurity tech support**

If an end user can't find their installing dealer or their installing dealer can't get their issue resolved with their Authorized Distributor, then either the end user or installing dealer may call HySecurity. When HySecurity gets the serial number for the operator in question, we let the end user or installing dealer know who the distributor for that operator was and may ask that they attempt to get their issue resolved by them.

HySecurity Authorized Distributors are responsible for providing the backup tech support that the owner of the operators they sell may require.

See: [www.hysecurity.com/support/techsupportpolicy](http://www.hysecurity.com/support/techsupportpolicy)