

## Frequently Asked Questions About the Product Replacement Process

**Q:** What is the deadline for the rebate?

**A:** The product enhancement offer will be available until September 30, 2006. Following this date, there will be a charge for the updated board and no rebate. (The terms of this rebate are subject to change without notice.)

**Q:** How quickly can my circuit board be replaced?

**A:** After receiving your request your replacement products should ship within the next 24 to 48 hours. Product will be shipped via UPS ground and will arrive per UPS time tables dependent upon your shipping address. (Typically 3 to 4 days)

**Q:** Who gets the \$20 rebate and when will it be sent?

**A:** The \$20 will be sent to the dealer/security installation firm that registers the units for return to Winland Electronics. Winland will send out rebates after all old boards have been received from you. To qualify for the \$20 rebate, the quantity of returned boards must match the quantity of boards shipped to you. Please also note, you will be invoiced for any quantity of boards shipped that exceeds the quantity of boards returned.

**Q:** How complicated is the installation of the new circuit board? How long will it take?

**A:** The installation of the new circuit boards is not complicated. Winland has included a step by step guide walking you through the procedure. On average it takes less than fifteen minutes per unit to change a circuit board.

**Q:** How do I tell the difference between the old outdated EA units and the new updated EA units?

**A:** Here is a list of the most distinguishing characteristics. (Please see document "[Visual Cues for EnviroAlert Product Differentiation](#)")

### On the Product

On the inside flip cover that protects the programming buttons you will notice a small blue dot.

No blue dot = old, outdated unit

Blue = new, updated unit

When powering up an EA unit the LCD screen shows the Model number (EA200 or EA400) and the software revision level. The software revision levels are as follows.

b1 = old, outdated product

c1 = new, updated product

### On the Packaging

On the exterior of the original box you will notice a UPC barcode on the left hand side. It will read as follows for each model:

82075 00079 = Old, outdated EA200 UPC (12 volt – *only voltage available*)

82075 00080 = Old, outdated EA400 UPC (12 volt – *only voltage available*)

82075 20012 = New, updated EA200 UPC (12 volt version)

82075 20024 = New, updated EA200 UPC (24 volt version)

82075 40012 = New, updated EA400 UPC (12 volt version)

82075 40024 = New, updated EA400 UPC (24 volt version)

**Q:** My EA200 and EA400 units seem to be functioning properly. Do I need to upgrade these units?

**A:** Yes, all circuit boards currently in use must be replaced. Simply because subtle changes, (i.e. RF noise, high stray transient voltage concentrations, etc.), within the EA unit's operating environment may occur and affect the EA unit's ability to function properly. These changes may take place at any time and often go unnoticed by individuals in the same environment.