

Dear Federal Warning Systems Valued Customer:

This notice is being sent to inform you that Federal Warning Systems is conducting a voluntary customer satisfaction program that affects the UltraVoice siren control board, revision H9.

We have identified an intermittent issue with the charger sensor. Although the charger is working properly, the charger sensor may incorrectly display a charger failure. This should not affect the normal operation of the siren.

Please note, that UltraVoice siren control board H8 and H10 revisions are not affected. Only the revision H9 is affected. The H9 shipped from 5/4/09 to 10/8/09, order numbers 9490084 to 9492600. It is suggested to locate your order number or dates of purchase, to determine if you may be affected. If you are unable to locate your order number, please contact our Customer Care Department at 800-548-7229, who will be able to assist you in finding order number.

If you are within the above time frame, please follow the attached instruction IS056 to inspect for the H9 revision. If not the H9 revision, then no action is required. If it is the H9 revision, and has not already been modified, please contact our Customer Care Department at 800-548-7229, and request a RMA for the 2005141H9, in reference to service bulletin 56.

Federal Warning System is pleased to offer these improvements to you. We will do our best to provide the utmost customer service before, during, and after the sale. Federal Warning Systems is committed to providing you with the highest quality warning products in the industry.

Sincerely,

Greg Alcorn
System Applications and Technical Support
Federal Signal Corp-Alerting And Notification Systems

UV Controller Inspection

I. Purpose: The purpose of this document is to provide instructions to remove the UV controller card from the UV controller, inspect and if applicable, provide instructions for shipping and handling.

II. Qualifications: Properly trained Technician/Electrician, qualified to do maintenance.

III. Precautions: *Electrical and ESD precautions must be followed.*

IV. Applicable Documents:

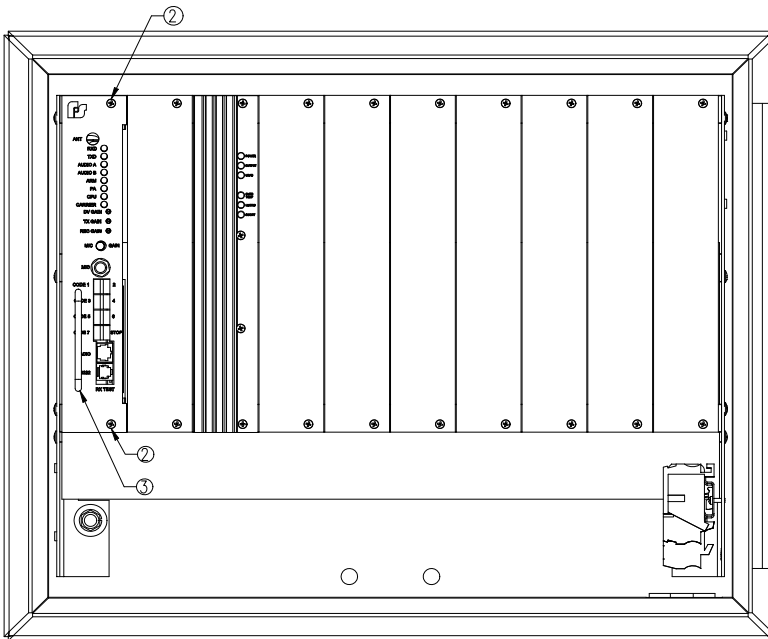
1. Manuals and schematics for the units, which are/will be removed.

V. Required Equipment:

1. Standard technician tool kit with a flat head and #2 phillips screwdrivers.
2. Bucket Truck or Ladder may be needed to access the site.
3. Static protection bag. Minimum size of 14"x14".

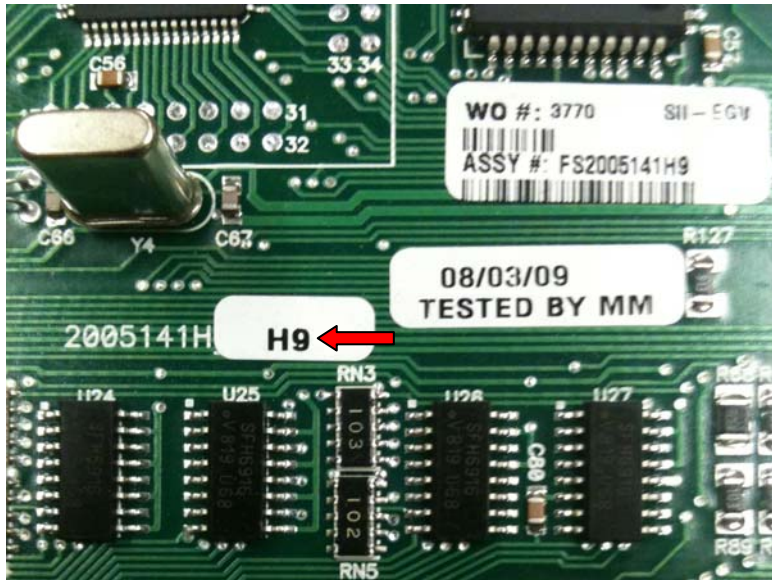
VI. UV Controller Card Removal:

1. Open the upper cabinet and ensure the doorstop is engaged. Flat head screwdriver required.
2. Remove and retain the two Phillips head screws from UV controller card.
3. Remove UV controller card:
 - a. Ensure static protection procedures are followed.
 - b. UV controller card is hot-swappable: Power down of system is not required.
 - c. Grasp the handle of the UV controller card and pull it out of the rack assembly.



VII. UV Controller Inspection:

1. Holding the controller handle in the right hand side, look for the sticker on the board as per the picture below.



2. Determine if affected:
 - a. Only the revision H9 is affected. Look for the H9 sticker as shown in the picture.
 - b. Please note, that UltraVoice siren control board H8 and H10 revisions are not affected.
 - c. Please note, that some of the earlier UltraVoice siren control boards will not have a sticker and are not the H9 revision.
 - d. If not the revision H9, then no action is required. Re-install the controller and hardware by reversing the instructions previously provided above.
 - e. If revision H9, then place in static bag for transport.
 - f. Close the cabinet and ensure the hasp is secure. This is an extremely important step to prevent water damage.
 - g. Lock the cabinets if applicable.
3. If it is the H9 revision, and has not already been modified, please contact our Customer Care Department at 800-548-7229, and request a RMA for the 2005141H9, in reference to service bulletin 56.

VIII. Shipping And Handling:

1. First ensure that you have an RMA number. If you need an RMA number, please contact our Customer Care Department at 800-548-7229, and request a RMA for the 2005141H9, in reference to service bulletin 56. There are shipping instructions on the RMA.
2. All sensitive equipment must be packed in static bags or static wrap. Failure to pack in antistatic bags may cause un-repairable damage to equipment. If damage occurs from improper packing, warranty is null and void.
3. Typically each UV controller card is static protected and then individually boxed. The individual box or boxes are then packed inside of a larger box. Ensure box and packing is capable of handling the weight. Each UV controller card is about 1 lbs.
4. Include a copy of the RMA sheet or other documentation with your shipment and keep a copy for your records.