



GE Security

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Product Notice

Repair Policy Changes for CS-4000 and CS-5000 Receivers

Overview

This document describes changes GE Security has made on how the repair and replacement of the CS-4000 and CS-5000 Central Station Receivers sold under the ITI brand will be handled in the future.

The CS-4000 and CS-5000 have been out of production for several years. Because of the obsolete status of these products, GE Security is in a position where we can no longer ensure that certain parts and test fixtures will be available for repairing the CS-4000 and CS-5000 units. The costs for repairing and maintaining these receivers have risen as well, and necessitate the changes we are now making in how we have handled the return of these units.

GE Security does have in its family of businesses an excellent receiver manufacturer, Osborne-Hoffman, which includes the complete ITI reporting format in the OH2000E product. This gives dealers/installers a superior receiver as a viable replacement for the CS-4000 and CS-5000 receivers. As noted below, we are offering incentives for our CS-4000 and CS-5000 customers to upgrade to the OH2000E receiver.

Repairs and Trade-Ins

Please review the following information points:

- Effective April 1, 2003 a flat-rate repair charge of \$750.00 will apply to all repaired or refurbished CS-4000 and CS-5000 receivers. A 90-day warranty will be included with this charge from the date of repair.
- Effective October 1, 2003 the CS-4000 and CS-5000 receivers will no longer be supported for repairs, refurbishments, or exchanges.
- As an incentive to upgrade to the OH2000E, we are offering a \$1,000.00 trade-in on a 2-line CS-4000 or CS-5000 towards an OH2000E, and a \$1500.00 trade-in on a 4-line CS-4000 or CS-5000. This offer is limited to one CS-4000 or CS-5000 per OH2000E purchased and is valid through 2003.
- The OH2000E will monitor the older ITI format controls but does not offer the "trapping feature" of the CS-4000.

For more information about the OH2000E receiver, please contact GE Security Customer Service at 1-888-GE SECURITY (888-437-3287) or visit the GE Security website at www.gesecurity.com.
