



To our Cartell Family:

A potential false alarm issue was identified for our CP-4 Free Exit Sensors manufactured from November 11, 2020 to January 28, 2021.

The affected range of serial numbers is **CP4 20 124672** to **CP4 21 131924**.

The false alarm may occur due to water entering the sensor because we changed our potting compound (internal sealant). The issue has been rectified by reverting back to the original compound we've been using for decades, beginning with serial number **CP4 21 131925** and above.

Note: this potential issue does NOT cause damage to gate operators.

As a valued distributor, please do the following:

1. Separate all stock with serial numbers between **CP4 20 124672** to **CP4 21 131924**
2. Return all those products to Cartell after speaking with our shipping department (**call 717-532-0033, option 2**)
3. To replace returned stock, issue a new PO to **orders@cartell.com**. **PLEASE WRITE "REPLACEMENT" ON YOUR PO**. Your quantity may be temporarily limited.
4. We will invoice you for replacement products
5. We will pay all shipping costs for replacement products
6. When we receive your old products, we will issue a credit for products and return shipping costs
7. Please notify installers using this letter

As a valued installer, please do the following:

1. DO NOT remove products already installed, unless they are malfunctioning
2. All non-installed products within the above serial numbers should be returned to a local distributor for free replacement
3. If you do not have a local distributor, contact Cartell directly at **717-532-0033, option 1**

We apologize for any inconvenience this may cause and appreciate your patience. We will continue to stand behind our product, our five year warranty, and our commitment to highest quality.

The Cartell Team

Our Mission:

Create and build the best vehicle detection system in the world

Our core values:

Family - being a family makes us passionate for the safety of others;
after all, they're part of the family.

Honesty - integrity rules our relationship with customers before and after the sale