



510 West King Street
Shippensburg, PA 17257

August 1, 2023

Dear Cartell Family,

I'm writing to make you aware of changes we're planning to implement in regards to our warranty. As you know, we have had a five year warranty for many years. We have decided to change our warranty to three years, effective September 2023.



We are doing this for business and logistical reasons. Specifically, it is because in September 2023 we are introducing to the Home Automation and Security market a new product. It will be a DIY driveway alert system potentially sold directly to end users.

You may imagine the challenge of offering a five year warranty to those without installation experience, so we want to offer DIY customers a three year warranty. To have two warranties with our present man power, business model, and accounting/serialization software is not doable. Therefore, all products will carry the same three year warranty. Of course, anything purchased before September 2023 will be covered by the old five year warranty.

Please know this does not represent a shift in our quality. Our high product quality and customer support will not change. In fact, we are taking steps to improve product quality. We recently made a sizable investment to purchase equipment and renovate space in order to improve quality control, manage inventory, and hasten product development; all this was done in order to serve you better.

Thank you for who you are as customers and what you've done for us. It is because of you we exist.

If you have any questions regarding this issue, please contact us.

My best to you,

Jonathan L. Bohannon
President/CEO