



FireKing[®]
SECURITY GROUP

FireKing Security Group
Image Vault, LLC
101 Security Parkway
New Albany, Indiana 47150

Dear Customer,

This letter is to follow up the End of Life (EOL) notice issued on 1/31/2018 regarding Image Vault, LLC (IV) and its product line. The ProCommand and line of DVRs and related software packages will be available for final orders until October 31st, 2018. No orders for Image Vault, LLC DVRs will be accepted after October 31st, 2018. These orders will be taken on a first come, first serve basis while supplies last. This ensures our production team can schedule orders to ship on or before December 31st, 2018. Orders may be turned away before October 31st, 2018 if the available inventory has already been sold.

Among other things, our 1/31/2018 correspondence (copy included with this letter) addresses the availability of ongoing service for the installed base of products, as well as replacement products through our eIVate™ line of products and services. Please contact your account manager for any questions or concerns you may have. Thank you for being a valued Image Vault customer. We have appreciated your loyalty and hope to continue doing business with you in the future.

For information about eIVate™ by FireKing® please visit fireking.com, contact us at eivate.info@fireking.com or call 888-462-4382.

Sincerely,

FireKing Security Group