



Concord Express Control Panel Customer Letter

Dear GE Security Dealer/Distributor,

In a December letter to Dealers and Distributors, we stated that we had received reports that certain Concord Express panels had unintentionally powered down and stopped operating in the field. In response to these reports, we immediately stopped shipping the Concord Express panels and began a substitution process allowing dealers to substitute Concord 3.0 or 4.0 panels at the price of the Concord Express while we investigated this issue. As a further precaution, GE Security requested that you immediately halt Concord Express panel and kit installations pending further guidance on this issue.

GE Security takes feedback and reports on our equipment from our customers very seriously. While we only received a small number of reports, we took further action and launched an internal investigation to evaluate and determine the root cause of any potential issue.

In our internal investigation, we attempted to replicate the issue customers reported in the field. GE Security invested more than 1,500 hours of research and testing, including inducing electromagnetic interference (EMI) in different armed and unarmed conditions. We also sent panels out for independent, external testing. As a result of this process, we determined that if the alarm control panel is improperly grounded or not grounded at all, it is possible that the panel may power down when a high level of EMI is induced. For the proper grounding method of an alarm panel, please refer to pages 7 and 8 of the *Concord Express Installation Manual* (466-1665 rev G) or see the attached customer bulletin.

As a result of our internal and external analysis, we are pleased to notify you that we have removed the “ship hold” on the Concord Express panel, effective immediately. We have more than 5,000 Concord Express panels and kits in a wide variety of configurations available for immediate shipment in our Hickory, North Carolina, and Nogales, Arizona, distribution centers.

While we have a significant number of Express panels and kits in stock, we may experience some short-term stock-outs of certain popular kits. Though we anticipate being back at full production levels within a few weeks, we will continue to allow dealers to substitute the Concord 3.0 or 4.0 until March 15, 2007, at the same price as the Concord Express.

Additionally, because we know the ship hold and lack of sufficient inventory of the Concord 3 and 4 have put a burden on many of our dealers, GE Security will reimburse any dealer who had to temporarily switch to and install any competitor’s panel as a direct result of the Concord Express issue, a total of \$100 per panel (in GE Security product credit; direct or through distribution). Please contact Jeff Wagner in Customer Service at (503) 589-8982 for details on how to process the credit or send credit requests to concordexpress@ge.com. Please submit your request by March 30, 2007.

Distributors should forward a copy of this letter to any dealer who has purchased Concord Express panels or kits. GE Security will cover all reasonable costs associated with this notification. Distributors should contact Chris Schlievert at leadtech@ge.com with requests for reimbursement.

Thank you for your continued loyalty and support. We realize the inconvenience we have caused and appreciate your patience while we conducted our investigation.

Again, we appreciate your business and support.

Sincerely,

Greg Burge
VP and General Manager
GE Security