

ALERT

—Technologies—

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To Our Valued Customers:

A few months ago, a key supplier informed us of a change in their product. The company updated the production equipment and moved manufacturing out of the USA. The part this company provided to Alert Technologies is the strain gauge used in our 2 lb. (1 Kg) LoadCell. The resulting part change has forced Alert Technologies to source a new supplier for this important component.

At this time we are happy to announce that we have a new updated part for future production. The new LoadCell design is superior to the old in many ways. In comparison with the previous strain gauge, the new part is more durable, has better temperature characteristics, and has shown superior test results in all of our evaluations. The only negative effect is an increase in cost. For new LoadCells the price has increased by about \$450.00 USD.

From this point on, LoadCells that are sent to Alert Technologies for repair of a damaged sensor, will need to be updated to the new style LoadCell. We will try to give accurate estimates before any work is performed. Normal maintenance of the other components (cable, jack assy, universal assy, etc) of the LoadCell will not change. Unfortunately the product changes will also affect future repairs. To use the new strain gauge Alert Technologies must adjust the electronics in the LoadCell assembly. Therefore, Alert Technologies customers with products that have potted (encapsulated) electronics, the repair cost for a damaged LoadCell blade will be significantly higher. This is because the electronics must be replaced with the strain gauge.

The continued operation of our testers is important to Alert Technologies. This update will provide many more years of reliable service for our existing customers. If you have any questions please contact Rob Barnes by phone at 317-631-5580 or send an email to robb@alerttechno.com.

Thank you,



Rob Barnes
Alert Technologies