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To our valued customers:

Thank you for your continued support of InterScan toxic gas monitoring systems. This letter is to advise you of a change in terms and conditions regarding our SENSOR EXPRESS® subscription calibration program effective immediately.

Please Note: If your SENSOR EXPRESS® subscription is still current and valid, we will support the terms of that subscription until the subscription expires. From that point on, we would transition you to the new terms and conditions of SENSOR EXPRESS®.

Due to a sizable number of customers expressing concern over a prepaid subscription for one year in advance, effective immediately (apart from the bold red statement above) we will be terminating our one year pay in advance subscription program.

We have listened to our customers' concerns, and are responding to the majority of requests. For some of our customers, their system did not allow for payment in advance. Other customers did not want to be committed to an annual program, since process and usage conditions were in a state of flux.

In certain instances, personnel who were originally in charge of receiving the pre-calibrated sensors either moved to a different department or left the company altogether, and we were never notified—leading to confusion. In too many cases, this annual subscription program distanced InterScan from staying in more frequent communication with our customers.

Realizing these are reasonable and valid concerns, and to comply with our customers' wishes, SENSOR EXPRESS® will no longer be an annual subscription paid in advance. This however also means that we will not be able to set up a system of sending pre-calibrated sensors automatically to our customers every quarter or as needed. SENSOR EXPRESS® will now revert to the original program on which the subscription program was based.

NEW TERMS AND CONDITIONS:

Moving forward we will refer to this as the SENSOR EXPRESS® *Revolving Sensor* Calibration Program. At the same time you purchase your new instrument, you would also buy a spare sensor for each analyzer or monitoring point being purchased. The spare sensor will serve as a starter sensor initiating the revolving sensor aspect. The price for the starter spare sensors will be \$775 each less 15%, as part of the SENSOR EXPRESS® revolving program. (\$658.75 each plus shipping)

Every quarter (or every six months depending on your preferred calibration schedule), you will return your original sensor(s) to Interscan, and replace them with the spare sensors previously sent to you with the original shipment of the analyzer. We will then re-calibrate the returned sensor(s) in our laboratory and send them back to you, with simple instructions. The price for this service will be \$400 per sensor plus shipping.

As such, this service will become a revolving sensor program. Before sending the sensors to us for calibration, you would visit our website to complete the online [RMA approval form](#).

In the case of formaldehyde and hydrazine sensors, they can only be revolved and rotated for a limited period of time. After that, the sensor may have to be refurbished or be replaced. If the sensor can be refurbished, the price for refurbishment will be \$150 and \$400 for the [ECS data](#) plus shipping. If the sensor can no longer be refurbished and must be replaced, the price will be \$775 plus shipping.

Clearly, these new terms and conditions will be more customer-initiated rather than Interscan-initiated. We understood that our customers were concerned about not having control over the future of the calibration of their capital equipment, and we have adjusted the program accordingly. Please feel free to [contact me](#) should you have any questions.

Sincerely,
Interscan Corporation



Richard J. Shaw
President and CEO