



merit industries, inc.

Tech Notes

<http://www.meritind.com>

Date: 11-03-00

Re: Security Key Return Procedure

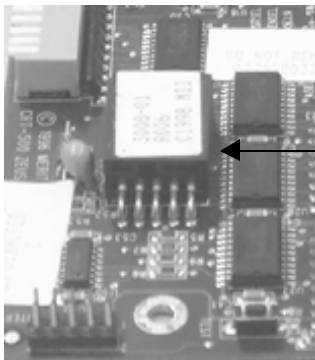
Dear Valued Merit Customer,

Effective November 15, 2000 the Merit Tech Center will no longer include Dallas security keys in Warranty Advance Replacement motherboard assemblies and I/O boards. When returning a motherboard assembly or I/O board to Merit Industries for credit on Warranty Advance Replacement, the Dallas security key must be held by the machine owner. Merit Distributors should advise their Operators of this change and enact it immediately. Should a motherboard assembly or I/O board be returned to Merit with the Dallas security key installed, it will be returned to the sender at their expense.

The Merit Tech Center is committed to upholding and increasing the quality of our product. By holding the security key, the operator is ensured that the return product will be configured as originally intended. Merit and the Technical Service staff appreciate the assistance of Merit Distributors and Operators in this change of procedure.

Thank you,

Jeffrey S. Collins
Tech Center Manager
Merit Industries, Inc.



Square Dallas Security Key



Round Dallas Security Key