



FreeWave Technologies

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It has come to our attention that for a specific period of time a certain portion of our manufacturing process was not operating properly which may have adverse effects on the performance of our radios over temperature. As a result of this discovery we are taking steps to inform all of our customers and provide them with the tools necessary to correct the problem. Our intent is to let our customers know of the potential problem before they begin to experience it.

What is The Problem?

All radios manufactured by FreeWave Technologies are 100% tested to their specified temperature range (typically -40 to +75C). Due to a production problem certain radios may not have been programmed with the correct calibration values necessary for the radio to operate over temperature.

What Radios are Impacted?

The production problem impacts both our FGR (900 MHz) and I (2.4 GHz) Series radios. On a separate document and spreadsheet we have provided the serial numbers of the radios you have purchased which may have this problem.

How Do I Know if I have a Problem?

Our recommendation is that any radio on the list should be corrected. The I Series of radios will be much more susceptible to temperature changes and every effort should be given to run the fix on any serial numbers listed beginning with 241.

The problem may manifest itself in the form of lost links or poor data performance that can be correlated to certain times of day (ie, at night when ambient air is colder or during the day when it is hotter). It is believed that the FGR radios will tend to be affected more by cold temperatures than by warm temperatures.

What is FreeWave doing to Solve the Problem?

We have a 2 part fix that can be sent to you either via email, Fedex, or both. As part of this fix the radio will be programmed with the correct calibration values and its firmware will be upgraded. The total time required to run the 2 fixes is about 2 minutes per radio.

In addition, FreeWave is providing a credit of \$25 for each radio fixed that can be applied toward the purchase of new radios. This credit will be done on a one for one basis. In order to receive this credit it is important that you not delete the log file that will be created during the calibration process (it will be saved automatically on the computer used to update the radio). If you will email that calibration log file to jallen@freewave.com we will track the radios upgraded and automatically apply the credit toward your next order.

We sincerely apologize for any difficulty that this may cause. We pride ourselves on the testing our products go through and quite frankly there is no excuse for this. We have taken steps to ensure the problem does not happen again.

A handwritten signature in black ink, appearing to read "Steve Wulchin".

Steve Wulchin
President & CEO

A handwritten signature in black ink, appearing to read "Jonathan Sawyer".

Jonathan Sawyer
Chairman & CTO

A handwritten signature in black ink, appearing to read "J. Frandsen".

Jorgen Frandsen
VP Engineering

A handwritten signature in black ink, appearing to read "Nancy Minardi".

Nancy Minardi
VP Operations