

Genasys Inc.

November 10, 2020

PRODUCT RECALL: LRAD WIRELESS KIT

Dear:

The purpose of this letter is to inform you that Genasys Inc. is issuing a recall of all **transmitters** and **receivers** used in LRAD Wireless Kits shipped after May 11th, 2020. You are receiving this letter because you purchased devices affected by this recall.

Reason for the Recall

Genasys Inc. has identified a design issue that may:

- affect the functionality of the buttons on the receiver.
- result in the transmitter broadcasting unwanted static noise.

We have improved the design of the transmitter and receiver to remedy this issue.

The affected transmitter and receiver are pictured below.



Actions being taken by Genasys Inc.

To address this issue, Genasys Inc. is recalling and replacing all transmitter and receiver units.

After a return material authorization (RMA) is issued, Genasys Inc. will send you a shipping container with prepaid postage to return the affected devices.

Genasys Inc. will provide a new transmitter and a new receiver. After receipt of new transmitter and receiver, Genasys will extend all equipment warranty (not only transmitter and receiver) twelve months at no cost to your organization.

Actions to be taken by the Customer

Genasys Inc. recommends that you immediately discontinue the use of the Wireless Kit's transmitter and receiver. Even currently functioning devices have the potential to fail.

Contact the Genasys Inc. Sales Administrator, Lilia Victoria, at (858) 676-0528 or recall@genasys.com to request an RMA.

Upon receiving the prepaid shipping container, pack the transmitter and receiver into the container and return to Genasys Inc.

Note: Only return the transmitter and receiver (pictured in this notice). The LRAD unit and all other components of the Wireless Kit are functional and are not part of this recall.

Be prepared to receive your replacement transmitter and receiver. Genasys Inc. will provide subsequent correspondence with more specific information on when the replacement devices will be available.

Genasys Inc. is taking this issue seriously and hopes to have it resolved as swiftly as possible. Please feel free to reach out to your Sales Representative with any questions or concerns.

Sincerely,

Lilia Victoria,

Genasys Inc.

