

A letter to buyers who bought defective SuperbFire

Dear Sirs,

Thanks for your purchase of our SuperbFire wireless firing system. Recently we were told some SuperbFire units died during fireworks show. After complete research, we found the original design was defective. So we are sending you this email to remind you of the status.

Firstly we apologize for the fault. We know it is a great frustration when there is failure with your show, we will do something for the status. In plain words we didn't have plenty of experience in developing the new firing system, and SuperbFire is our second product, our test file was not made complete though we had many tests on the system. We are completing our files and are doing our best to provide perfect units in the future.

Please read the description of the status following:

1. The defective SuperbFire units were manufactured from September to December of 2010 and were sold from October of 2010 to April of 2011.
2. The fault is due to incorrect current-limiting resistance values, of which these resistors may lead to overload on the Voltage Regulator at TEST mode, the Voltage Regulator may fry and SuperbFire receiver may die during show.
3. We suggest replacing on the components whether there was failure on your unit or not, so that there will not be risk when you use the unit again.

You can download instructions on how to replace the components from the URL following:

<http://www.rfremotech.com/InstructionsReplacingComponents.pdf>

If you are an end user of the defective SuperbFire unit, there are options for you:

Option 1: You can do replacing yourself if you can do soldering well. We will ship the two types of components free via Airmail if you need. Please send us your shipping address thru email service@rfremotech.com. Don't forget referring to the replacing issue in the email.

Option 2: You can send back the **RECEIVER** or **MAIN BOARD** to us directly, we will have it modified and then have it return to you. Please write down the value less than USD \$50, if not we will pay expensive Import Duty, the Duty is not true since we don't buy from you and the unit will return to you. **Don't send back other parts please, so that we will save shipping fee.**

Our shipping address:

Zuyuan Ye

18E, No.445, Tianhe Bei Rd., Guangzhou 510610, China

Telephone: +8620 3884 7420

Option 3: You can send the unit to your vendor, he will gather all the units and have them modified.

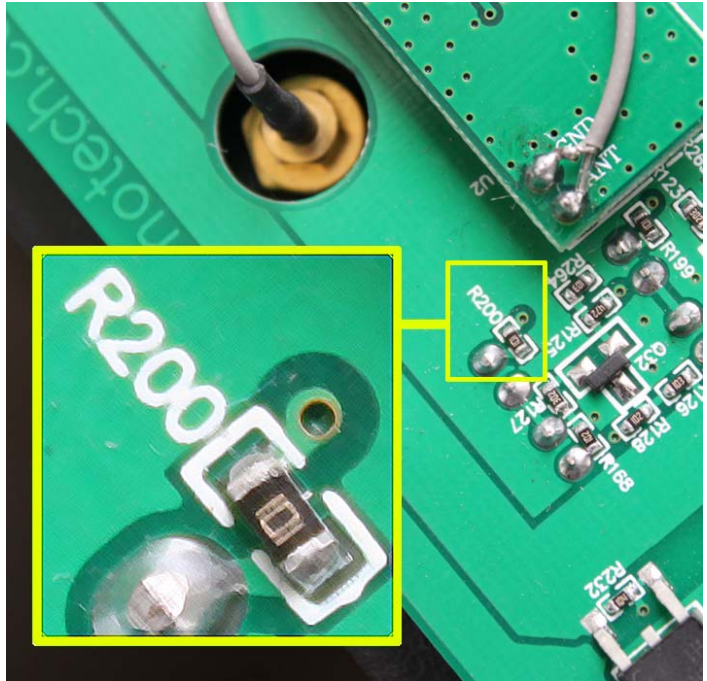
We are encouraging having the defective units modified. You will get \$50 per unit of the

defective SuperbFire as a compensation if you buy any RFRemotech unit. The compensation is based on RFRemotech Pricing Policy. For example, if you have 3 pcs of defective SuperbFire and send them back to modify, and you want to buy extra 4 pcs of AlphaFire C12QS, you will get them at 15% plus \$150 off.

If you are a vendor of the defective SuperbFire, you can gather the units and send back to us, we will have them modified and you can get the compensations as well. You can also inform your customers of the status and let them contact us directly.

Please note the replacing is for the units manufactured from September to December of 2010. If you are not sure when your unit was manufactured, please open the case to see the markings of R169 to R200, if they are 101, the components need to be replaced. If it is 102, no replacing is needed. Please refer to the picture right.

If you have other RFRemotech units which doesn't work normally, please contact us first through email service@rfremotech.com . We will do our best to help you as well.



Best regards,

RFRemotech

Radio Frequency Remote Technology

Remote Control Products, Remote Controllable Service, E-MadeinCHN

Email: service@RFRemotech.com

[Http://www.RFRemotech.com](http://www.RFRemotech.com)