

**February 10, 2025**

We hope this message finds you well. We are writing to inform you of an upcoming update to our repair pricing and structure, effective March 10, 2025. This change is part of our ongoing commitment to providing high-quality service while maintaining the sustainability of our operations.

**What's Changing:**

- **New Repair Rates:** We have adjusted the pricing for repairs based on evolving market conditions, parts availability, and labor costs.
- **Service Tiers:** We've eliminated service tiers in favor of a flat repair price determined by sensor family.
- **Extended Warranty:** To further support you, we're also offering extended warranties (for an additional cost) for all sensor models still covered under warranty. Please contact your sales representative for additional information.

**How This Affects You:**

- Existing repair requests placed before March 10th, 2025 will be honored at the current pricing structure.
- For any repairs requested after March 10th, 2025 the updated pricing will apply.

We understand that any pricing changes can raise questions, and we are here to help. Our sales team is available to assist you with any inquiries or to provide clarification on how these changes might impact your specific situation.

Thank you for your continued trust and support. We remain committed to delivering the highest standards of service and look forward to continuing to serve you.

Best regards,

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