



FEDERAL SIGNAL CORPORATION

Integrated Systems

30th October 2003

Important: Product Support Announcement

We are pleased to announce that Federal Signal has recently launched two new system solutions, designed specifically for offshore and petrochemical industries.

Our latest innovative communication solutions are comprised of a modular digital public address and general alarm system and 'Echo', which is an advanced ISDN Intercom party paging system. Both product ranges are designed to meet worldwide industry standards.

As the introduction of our new products replaces the prior *Aμcams* and *Aμdicom* products and with the consolidation of production to our Chicago USA facility we will only offer our latest technology for future systems, which will therefore be based upon PAGASYS and ECHO platforms.

Our operation in UK will continue to focus upon international sales, commissioning and service support for new and existing installations, located outside USA.

We will continue to support existing installations as follows:

Akusta *Aμcams* PA/GA Systems: we anticipate most spares will remain available until 2005, however we recommend that you consider establishing a strategic parts stockholding for your installation, should the projected system life extend beyond 2004.

Akusta *Aμdicom* Intercom Systems: can only be supplied with spares from our existing stock, therefore any strategic stockholding, which you may decide to establish, will be available on a first come first served basis.

To improve service support levels and eliminate the costly and time consuming practice of returning system components or associated field equipment, such as "loudspeakers, beacons, sounders or amplifiers", for factory repair, we will now provide responsive product warranty and ongoing service support by replacing either complete product units or entire product modules.

We believe that the launch of our new digital product ranges is an exciting step forward, and anticipate that they will become 'industry standards'. Meanwhile, we hope that this early notification of our intentions will help you to effectively plan for the phased withdrawal of support for Akusta *Aμcams* and *Aμdicom* systems.

If you should need any further information about our intentions then please do not hesitate to contact me, or call our UK sales office, Tel +44 (0)1635 66 66 00 or USA office at 708 / 434 -4767.

Regards,
Ray white
Director of ISG
Federal Signal Corp.

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