



June 1, 2016

Valued Customer
To Whom It May Concern:

Dear Sir/Madam,

Rapiscan Systems maintains proprietary ownership over all intellectual concepts pertaining to its manufactured products. As such Rapiscan products may only receive service from Rapiscan trained, and authorized individuals. Any service to Rapiscan products by an un-authorized individual will result in voiding of any and all warranty privileges associated with purchase and may result in non-serviceable equipment.

Rapiscan Service Engineers are strategically positioned all over the world to ensure that prompt, quality service solutions are accessible to all Rapiscan Customers.

Please feel free to call me at our toll free number (888) 258-6684 to answer any additional questions and or to schedule your service needs.

Best regards,

A handwritten signature in cursive script, appearing to read "Lillian Gales".

Lillian Gales
Senior Director Service Business Development,
Planning and Administration
Phone: 310-349-2341
Fax: 310-349-2641