



**ZODIAC DATA SYSTEMS, INC.**

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**Zodiac Data Systems**  
opens the  
**North America Service Center**  
for  
IN-SNEC Cortex and ENERTEC 3801 Product lines

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Dear Satellite Ground Station Equipment Customer,

Zodiac Data Systems announces the opening of the North America Service Center for the IN-SNEC Cortex and ENERTEC 3801 Product lines. The Service Center opened March 1<sup>st</sup>, 2007.

The Service Center is located at:

12725 Morris Rd Extension, Suite 180  
Alpharetta, GA 30004

Your Point of Contact at ZDS for Cortex and 3801 Service matters is:

Gregory Howell, e-mail: ([ghowell@zds.zodiac.com](mailto:ghowell@zds.zodiac.com)), Tel: (770) 753-4017 x 230.

The Service Center provides hardware repairs and functional testing capabilities. It operates at all stages of the product service life:

- Warranty
- Under a maintenance contract
- Out of warranty

The Service Center is fully staffed and maintains Spare Parts inventory for the Cortex CRT NT, Cortex CRT XL, Cortex CRT XL-2, Cortex HDR and 3801-20 units.

The Service Center also manages logistics and order administration for the factory repair of legacy VME-based Cortex, 3801-00 and 3801-10.

The Service Center is your point of contact for all matters related to Hardware Repairs:

- RMA numbers
- Shipment
- Repair Quotations, Invoicing and Payment



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In order to provide a smooth transitioning between the Lumistar Service performed on the IN-SNEC Cortex Product Line and the Zodiac Data Systems Service, the following rules will be applied to repairs performed during the transition phase:

- Units that have been sent for repair to Lumistar will be repaired and returned by Lumistar. Lumistar remains your technical point of contact for such units.

FROM FEBRUARY 26<sup>th</sup>, 2007

- All RMA requests should be made to Zodiac Data Systems.
- All hardware returns should be addressed to Zodiac Data Systems.
- Repair quotations will be submitted by Zodiac Data Systems
- Repair Purchase Orders should be placed with Zodiac Data Systems
- Payment should be made to Zodiac Data Systems. Zodiac Data Systems can accept Credit Card payment.
- Repairs performed under ongoing Maintenance Contracts will be conducted up to the renewal date by Zodiac Data Systems. Invoicing will continue to be performed by IN-SNEC and payment should be to IN-SNEC until contract renewal. Contract renewal should be negotiated with Zodiac Data Systems.

Zodiac Data Systems does not perform any Service activity on units that are marketed by RT-Logic under their company and product names, including RT-Logic systems that have embedded IN-SNEC OEM hardware. Please contact RT-Logic for the service of these products.

Zodiac Data Systems does not perform any Service activity on units that are marketed by Lumistar under their company and product names, including Lumistar systems that have embedded IN-SNEC OEM hardware. Please contact Lumistar for the service of these products.

IN-SNEC and ENERTEC remain available for any questions related to this important evolution in the Service organization for our Products in North America.

Please do not hesitate to contact the person in charge of this transition, Jacques Davaine, ([jdavaine@zodiac.com](mailto:jdavaine@zodiac.com)).

We look forward to continuing provision of reliable and effective service for our products through this new Service organization.

A handwritten signature in black ink, appearing to read 'JDavaine'.

Jacques Davaine