

03/26/09

RE: Trend Controls Backwards Compatibility Policy

To Whom It May Concern,

One of the chief concerns for someone investing in a technology based product like a Trend Building Automation System is when will my system reach its end of life. Eliminating this concern has been a core focus for Trend Controls since the inception of the product line in the early 80's. The Term we like to use is Future Proofing our customer's investment. We believe there are 2 principles you have to follow in order to accomplish this. The first is to develop all future products with a direct compatibility path with the existing legacy system and the second is to provide a way to effectively service past and future products for the customer. These principles help guide and govern our policies for creating new technologies as well as new representatives to market our product. I believe we have been very successful on both accounts. We have a defined process for becoming and staying a Trend Representative which ensures quality service for our end customers and we are going on a 25 year backward compatibility history.

If you had purchased a Trend IQ controller over 20 years ago and now you would like to enhance your system or extend your system in one of your buildings you would have the option of purchasing our newest controllers and putting it on the existing network and the system would communicate perfectly with each other. This is not only our past and present but it is our commitment to the future as well. I realize that in a world of technology sometimes things are unavoidable but our track record speaks for itself in that we are willing to make the investment to keep our Future Proof system.

If I can be of further assistance to you in regards to this matter please do not hesitate to call me.

Regards,

Scott Pinder
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