



web to wireless solutions

540-1632 Dickson Ave.
Kelowna, BC V1Y 7T2
Canada
Ph. (250) 860-3762
Fax. (250) 860-3763

September 1, 2016

VOLUNTARY RECALL NOTICE

Products Covered by Notice: ROMTraX WiFi

(Includes Vessel Monitoring Systems, File Transfer Devices, Satellite Heater Controllers & Baja Race Trackers)

Issue: WiFi Range

Period of Recall: All ROMTraX based WiFi products purchased between November 1, 2015 and July 31, 2016.

This notice is for any of our customers who may have purchased ROMTraX WiFi devices between November 1, 2015 and July 31, 2016. It was discovered that there may be an issue with the expected range of the WiFi signal generated from this device caused from the incorrect mounting of the built-in WiFi antenna. Typically line of sight WiFi range can exceed 30m outside, devices with the antennas mounted incorrectly may only be able to transmit a few meters.

While this issue DOES NOT affect the base operation of the device in any way, the reduced WiFi range may not meet your application requirement or expectations and we encourage you to return your device to have the correction made at no charge to you. Your device will be fully inspected, cleaned and updated with any new firmware applicable to your device and of course receive a new WiFi antenna.

Please contact 1-888-860-3762 toll free and press Extension 200 to receive an RMA number and shipping instructions. The turnaround is estimated at one business day not including shipping time.

Regards,

Neil Magrath, CEO
ROM Communications Inc.