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From: "Eddie J Brink" <ejbrink@sonicalert.com>
To: <stephen.rubis@house.mn>
Date: 3/17/2010 3:11 PM
Subject: FW: Problem with CFL lightbulbs
Attachments: Channel Change.pdf

Hello Stephen,

Attached is the False Flashing document describing CFL (Halogen Lighting) light bulbs as being a problem with Sonic Alert Signalers & Receivers. See the 3rd bullet point under "Problem: False Flashing." In the attached Channel Change file I've attached.

The problem with CFL (Halogen Lighting) light bulbs is that they give off a frequency that will interfere with Sonic Alert Signalers/Receivers. Other companies who sell similar products to ours have similar issues in regards to CFL (Halogen Lighting) light bulbs.

Incandescent style light bulbs are very important to have for the deaf and hard-of-hearing community because they are the only style light bulb that do not give off this frequency. Normal hearing people do not always understand products for the deaf and hard-of-hearing.

Without incandescent style light bulbs, our signalers/receivers that require a lamp for signaling whenever the telephone/video phone ring, baby is crying, alarm sounds, or doorbell, will not work with CFL (Halogen Lighting) light bulbs.

Please let me know if you have any further questions in regards to this matter.

Best Regards,

Eddie Brink

Product Manager

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FALSE FLASHING

Problem: False flashing

The problem you're experiencing is called false flashing; the problem is in the 110-volt power lines that are wired throughout your home for your electricity usage. There is a frequency signal coming from something either in your home or the home /apt that shares the same power transformer. Possible interfering appliances include, but are not limited to:

- TV
- Florescent lighting
- Halogen lighting
- Vacuum cleaner
- Microwave
- Refrigerator
- Dimmer switches; Older dimmer switches can be a problem, they emit a frequency that can cause receivers to false flash. Either turn them off or up high enough that the flashing stops. If problem still exists try updating the switch.

Power supplies in these items when turned on or off can cause a signal to go back into the 110 lines, this signal is operating at the same frequency that our receivers are programmed- causing them to flash or set off the vibrator on SB1000 clocks.

Possible Solutions:

1. Identify the source of the false signal and understand when it is turned on or off this is causing the problem, usually just understanding the problem is enough, not requiring any action. This could be an everyday appliance in your home such as a fridge or microwave, even your television. If you can find that **problem appliance** that is setting off your receivers, try plugging that problem appliance into a noise filter or power strip. You can purchase a noise filter or power strip at a local hardware store.
2. It is also possible to add a surge protector to the appliance that you identified to be the problem. Surge protectors have noise filters in them that can filter out the false signal not allowing them into the 110 power lines.

OR

3. To correct this we need to change the frequency (CHANNEL CHANGE) that your signalers and receivers operate at.

Channel Change:

Problem: Receivers flash at random times is called false flashing.

The problem is static interference in your lines caused by another electrical item. This can usually be corrected by changing the channel within your units. This will change the signals that your units send and receive. In most cases this change is

very effective. Once this channel change has been done to ALL of your Sonic Alert units, that problem appliance will no longer interfere or cause false flashing.

How to Have a Channel Change Done:

- To make this change you will need to send ALL your units that say Sonic Alert to us; this is important because all Sonic Alert units need to be set to the same channel in order to ALL work together. Think of this as a 2-way radio, to work they both need to be on the same channel.

- The cost for a channel change is \$5.00 per unit plus \$7.00 shipping added to the total. (For example: if you have five Sonic Alert units at \$5.00 a unit, your total amount owed for channel changes is \$25.00 then add \$7.00 to that for freight. Your total amount owed for the changes and the shipping is \$32.00.) Send ALL units to the repair address below. This change will take 10 business days after your units are delivered to us, after the modifications are complete we you're your Sonic Alert products back to you by UPS ground.

Send to:

Sonic Alert
Attn: Repairs
1050 E. Maple Rd.
Troy, MI 48083
1-800-566-3210
e-mail: sonic-info@sonicalert.com