



June 21, 2017

Dear Valued Partner:

Please accept this document as notification that the following products will no longer be supported for repair and has reached the end-of-life.

Affected Products		
Product	Effective Date	Upgrade Suggestion
RTMS K4 Family	September 21, 2017	RTMS Sx-300 Family
RTMS G4 Family (Serial number < 15000)	December 21, 2017	RTMS Sx-300 Family

The RTMS G4 models were introduced to the traffic management industry in 2007 as the next generation of radar technology. The parts necessary to repair the RTMS K4 sensors and RTMS G4 sensors (serial numbers less than 15000) are no longer available. As a result, in most cases we cannot repair these models of radar detection products. However, we will make our best effort to repair sensors up to the effective date with parts that are still available or with existing stock.

Image Sensing Systems (ISS) introduced the RTMS Sx-300 radar sensor in 2014, which has proven to provide a simple and easy upgrade path. The Sx-300 offers the best lane detection capabilities available in the market, providing up to 12 lanes of simultaneous detection reporting and traffic data. To show our customers we are committed to providing quality products; the Sx-300 has an industry leading warranty of five(5)years. To assist our customers through this transition period, Image Sensing Systems is offering an additional Trade-In/Trade-Up credit for unrepairable RMTS K4 and G4 sensors through December 31, 2017.

Please contact your regional dealer, ISS regional manager or ISS Customer support to assist with an upgrade plan to fulfill your future radar detection needs.

Thank you for your continued business. We look forward to hearing from you on how we can assist you with your traffic management goals.

Sincerely,

Rick Maus
Product Manager, Sensors