

TO: Niles IntelliControl ICS Dealers and Sales Reps
FROM: Niles Technical Support
DATE: August 1, 2008
RE: Niles iRemoteTS Battery Status

Niles Technical Support has recently been receiving calls from dealers voicing concern about the battery for the iRemoteTS not charging properly. When seated on the charging base, the iRemoteTS will go into charge mode (as indicated by the blue light on the charging base) and, a few seconds later, the blue light will turn off, indicating the battery is fully charged. Dealers are interpreting this as a charging malfunction since a typical charge time is in excess of three hours.

As part of Niles ongoing commitment to product quality, initial production runs of the iRemoteTS are inspected and tested prior to shipping to dealers. Testing the iRemoteTS requires the included lithium ion battery to be fully charged as part of the test procedure. Since the shelf life of a fully charged iRemoteTS battery is 2 – 3 months, it is likely dealers are receiving a fully charged battery with the initial shipments of the iRemoteTS.

Should you experience this apparent battery charging issue please operate the iRemoteTS for several hours to drain the battery, then recharge it as you would normally before calling Technical Support for assistance.

Should you have any questions, please feel free to contact Niles Technical Support at 1-800-289-4434 between the hours of 8am and 7pm Eastern Time, Monday - Friday.

Sincerely,
John Hamilton
Manager, Niles Technical Support