

CUSTOMER SUPPORT POLICY

Red Board Systems

Effective Date: June 1, 2025

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1. Purpose and Scope

This Customer Support Policy (the “Policy”) explains the scope of the technical support and troubleshooting assistance that SICSensors, LLC (dba Red Board Systems) (“RBS,” “we,” “us,” or “our”) provides in connection with its products. It identifies what RBS does and does not support, and it sets out which party — RBS or an authorized dealer — is responsible for providing end-user support, depending on how the product was purchased.

By purchasing or using an RBS product, you acknowledge and agree to the terms of this Policy. This Policy supplements, and does not replace, any warranty, terms of sale, or other agreement that applies to your purchase. In the event of a conflict, the applicable warranty or terms of sale control.

2. Products Covered by This Policy

RBS designs and sells aftermarket electronic controller kits and related electronic components (“RBS Products”) used to retrofit and operate certain legacy grain dryers. RBS Products are limited to the electronic controller and the specific electronic parts that RBS manufactures and sells.

RBS does not manufacture, sell, or service the grain dryer itself or any of its mechanical, gas, electrical, or structural systems. A grain dryer is a complex machine made up of many interdependent components — many of which are supplied by other manufacturers and fall outside the scope of RBS Products and this Policy.

3. General Support Principle

RBS provides technical support and troubleshooting **only** for RBS Products. RBS is not equipped to, and will not, diagnose, troubleshoot, service, or repair any component, system, or condition of a grain dryer that is not an RBS Product.

Responsibility for diagnosing and resolving issues with non-RBS components rests with the end user and/or the end user’s dealer, installer, or qualified service technician — not with RBS.

4. Components and Conditions Not Supported by RBS

The following are examples of components, systems, and conditions that are **not** RBS Products and that RBS does not support, diagnose, troubleshoot, or repair. This list is illustrative and not exhaustive:

- The grain dryer itself, including its frame, housing, and structural components;

- Modulating gas valves (“mod valves”) and other valves that regulate incoming gas or plenum temperature;
- Burners, igniters, flame sensors, and related gas-train components;
- Fans, motors, blowers, augers, conveyors, and other mechanical or moving parts;
- Plenum, heat-chamber, and grain-column components;
- Wiring, power supply, and electrical infrastructure not supplied by RBS;
- Moisture sensors, temperature probes, and other sensing devices not sold by RBS;
- Any third-party control system, controller, or component, including Quantum® and Spectrum® controllers and their original equipment; and
- Any mechanical failure, gas-supply issue, installation defect, or environmental condition affecting the dryer.

By way of example, if a mod valve malfunctions and fails to properly regulate gas flow or plenum temperature, the diagnosis, troubleshooting, and repair of that mod valve is the responsibility of the end user and/or the end user’s dealer — not RBS — even if the malfunction affects, or appears to affect, the operation of an RBS Product.

5. Sales Channels and Responsibility for End-User Support

RBS Products are sold through two channels. The channel through which a product is purchased determines who is responsible for providing end-user support.

5.1 Purchases Through an Authorized Dealer

When an end user purchases an RBS Product through an authorized dealer (a “Dealer”), the **Dealer is solely responsible for all end-user support**, including installation, guidance, troubleshooting, and ongoing technical assistance. End users who purchased through a Dealer should direct all support requests to that Dealer.

RBS supports its Dealers but does not provide direct end-user support for products sold through the Dealer channel.

5.2 Direct Purchases Through redboardsystems.com

When an end user purchases an RBS Product directly from RBS through the RBS website at redboardsystems.com (a “Direct Purchaser”), **RBS is responsible for providing end-user support** for that RBS Product, subject to the scope and limitations described in Section 6.

6. Scope of Support for Direct Purchasers

For Direct Purchasers, RBS will provide troubleshooting assistance for the **RBS Product itself** — that is, for the function and operation of the controller or electronic part that RBS manufactured and sold.

RBS’s support for Direct Purchasers does not extend to, and RBS will not troubleshoot:

- (a) the connection, wiring, or interface between an RBS Product and the grain dryer or any non-RBS component; or

- (b) the functionality, configuration, or behavior of an RBS Product as integrated within a dryer controller that was **not** manufactured by RBS, including without limitation Quantum® and Spectrum® controllers.

In other words, where an RBS-supplied part is installed into or alongside a controller that RBS did not manufacture, RBS will assist only in determining whether the RBS part itself is functioning correctly. RBS will not diagnose how that part interacts with, or performs within, the non-RBS controller or the dryer as a whole. Such integration, compatibility, and system-level issues are the responsibility of the end user and/or their dealer or qualified service technician.

7. How to Obtain Support (Direct Purchasers)

Direct Purchasers may request support by contacting RBS using the information below:

Email: support@redboardsystems.com

Support Hours: 8:00am to 4:00pm EST, Monday through Friday

To help RBS assist you efficiently, please have the following available: your contact information (name, email, phone number), your order or invoice number, the RBS Product, serial number, the make and model of your grain dryer and its controller, and a description of the issue you are experiencing.

8. Customer Responsibilities

To receive support, the end user is responsible for: ensuring the RBS Product has been installed correctly and in accordance with RBS instructions; maintaining the grain dryer and its non-RBS components in safe, working order; engaging a qualified technician for any work involving gas, high-voltage electrical systems, or mechanical components; and complying with all applicable safety requirements and manufacturer instructions.

9. Disclaimer and Limitation

RBS Products are intended to be installed and operated by, or under the supervision of, qualified personnel. Grain dryers involve gas, high-voltage electricity, and moving machinery that can cause serious injury, death, or property damage if handled improperly. RBS support is limited to RBS Products and is provided on an advisory basis only. RBS is not responsible for any installation, service, or repair performed by the end user or any third party, or for any damage, loss, or injury arising from non-RBS components or from the dryer system as a whole. Nothing in this Policy expands or modifies any warranty provided by RBS.

10. Trademark Notice

Quantum® and Spectrum® are registered trademarks of their respective owners. Red Board Systems is not affiliated with, authorized by, sponsored by, or endorsed by the manufacturers or trademark owners of the Quantum® or Spectrum® grain dryers or controllers. References to these and other third-party products are for identification and compatibility purposes only.

11. Changes to This Policy

RBS may update or modify this Policy from time to time. The version in effect at the time of your purchase, or the most current version posted at redboardsystems.com, applies.