

To all AMX Dealers and Distributors:

December 14, 2009

RICHARDSON, TX – In cooperation with the U.S. Consumer Product Safety Commission, AMX is announcing a recall and replacement program for the rechargeable batteries in the 5000 Series (5100, 5150, 5200i) Wireless Touch Panels shipped prior to October 26th, 2009.

AMX has learned that these batteries can overheat, which could pose a risk of fire. Other than swelling of the battery pack, bulging of the touch panel enclosure, or distortion of the display -- all of which are signs that the battery should be replaced immediately --, there is no way to determine from a visual examination which batteries are subject to this thermal risk. AMX thus has determined to replace **ALL** battery packs at no cost with battery packs from a different manufacturer. AMX is proactively taking this action as part of our commitment to provide the highest quality of service to our customers and our distributors.

This recall applies to **ALL** panels shipped before October 26th 2009, including any panel returned and replaced for any earlier-reported battery issues such as the “deep discharge” condition that was addressed in our prior communication dated July 1, 2009.

We are making this a “Required and Mandatory” recall as consumer safety is our #1 priority and we count on you to ensure this is done expeditiously and efficiently.

The details of the replacement program are as follows:

All 5000 Series (5100, 5150, 5200i) Wireless Touch Panels shipped prior to October 26th 2009 **must** be returned and AMX will replace the existing battery with a new battery from a new manufacturer. Please return them to AMX for replacement through the 5000 Series RMA process.

5000 Series RMA Replacement Process Options:

1. AMX will send Dealer New Battery Replacement Kit
2. Return to AMX for Rapid Repair (24 -48 hour turnaround time)
3. Advanced Exchange for deployed units (factory refurbished panel)

If you or your customers have any new inventory in stock (touch panels and/or batteries), please do not ship these touch panels or batteries to end users; instead, please return them to AMX for new replacements through the regular RMA process.

Any 5000 Series Wireless Touch Panel (5100, 5150, 5200i) showing evidence of a swollen battery, including signs of bulging of the touch panel enclosure or “haloing” or other distortion in the display, should be immediately returned to AMX for replacement of the unit. For any touch panel showing signs of a swollen battery, the end user should be advised to immediately discontinue use and remove the panel from charging. Recharging a swollen battery, mishandling a swollen battery or compression of a unit with a charged swollen battery may cause the battery to rupture which has the potential risk for damage or injury. Dealers need to discharge the touch panel battery before returning to AMX for any of the 5000 Series RMA Replacement Process Options.

AMX will restart the warranty on all 5000 Series (5100, 5150, 5200i) wireless touch panels covered by this announcement and shipped prior to October 26th, 2009 upon return of the old battery to AMX.

AMX thanks you in advance for your speedy and thorough implementation of this customer service program. Any questions or concerns regarding this program should be directed to the regional AMX Technical Support office at www.amx.com/contactamx and reference “XPX5000B”.