

Dear SentiLock Customer:

We want to make you aware of an issue that may affect some of your lockboxes on July 4th, 2009. There is a bug in the way the early Gen I lockboxes calculate the Daylight Savings Time that causes the lockbox to deny access for a 1 hour period. On July 4th, any affected lockboxes will deny SentiCard and 1 Day Code access from 9:24pm-10:24pm.

This error pops up periodically; it last appeared on June 11th, 2008 from 12:43pm-1:43pm. This only affects Gen I lockboxes with a firmware of 2.02 or 2.03. You can see the firmware version of your lockboxes by clicking on the Lockboxes tab and looking at the Firmware Version column.

Because this instance falls on a Holiday, it is unlikely to impact many agents and our support department will be unavailable to assist. It is also possible that this timeframe falls outside of your Association's allowed access times.

Again, this bug only affects the earliest models of the Gen I lockbox and will last for 1 hour.

We apologize for any inconvenience this may cause your agents. If you have any further questions please contact your SentiLock Account Representative.

