



Date: 12/15/2023

Deltona Water

Jorge Garcia
255 Enterprise Rd.
Deltona, FL 32725
jgarcia@deltonafl.gov

Dear Jorge Garcia,

CUES is the sole source of genuine CUES Replacement Parts and Service. The following details will outline the many benefits of why to choose CUES as your sole provider.

Sole Source/OEM Justification:

- CUES is the sole manufacturer of the K2 Summit and Granite Net video/footage capture systems. CUES offers an in-house software support team for these systems. Other products on the market are 3rd party add-on programs that CUES in-house support team is unable to support.
- Our Cameras, Transporters, and Lamp II systems are solely manufactured by CUES. We are the sole manufacturer and supplier of these OEM (*Original Equipment Manufacturer*) products, and for the parts used in CUES pipeline inspection and rehabilitation equipment. C550c and C542c crawler and push systems and sold and serviced exclusively by Cues/Pearpoint and our authorized dealers in the United States.
- CUES is the sole distributor of CUES LOCK structural point repair sleeves in the United States.
- We strongly recommend the use of genuine CUES Parts and Service due to potential compatibility problems. We have recorded instances where Non-OEM parts resulted in major damage to the electronic and other systems. The use of Non-OEM parts could void CUES warranty and CUES lifetime loaner policy.
- CUES maintains millions of dollars in inventory that eliminates the need to have an extensive parts inventory on-site. Our Manufacturing factory, Customer Support Center and Main Stockroom is located in Orlando FL. We also have additional customer support locations throughout the US and Canada to fulfill any Parts or Service needs.

100% Full Circle Compatibility Note:

Current CUES equipment is 100% compatible with CUES existing TV equipment without modifications. This allows older equipment to operate on newer TV systems and newer equipment to operate on older TV systems giving you full circle compatibility. Other manufacturers may have components (i.e. Cameras, etc.) that can be modified to operate on existing CUES systems, however this may require special one of a kind cables and/or modifications to the internal electronics of the camera, etc. Any modification to the system's electronics may void the CUES warranty and CUES lifetime loaner policy.

We appreciate your interest in Cues products. If you have any questions, please do not hesitate to contact me at 407.750.7994.

Sincerely,

Jake McLean

Regional Sales Rep – N. Florida

Cell: 407.750.7994 | Office: 800.327.7791 x615

jmclean@cuesinc.com

3600 Rio Vista Avenue · Orlando, FL 32805 · 800-327-7791 · www.cuesinc.com