



Sep. 02, 2014

Town of Palm Beach  
PO BOX 2029  
Palm Beach, FL 33480

To whom it may concern:

As the developer and manufacturer of the Cross Match 10-Print Live Scan Systems and Single Finger Capture Units (Guardian, 500P, 1000 P, Verifier Series) we are the sole vendor authorized to provide warranty and maintenance services.

Due to the sensitivity of accuracy and maintaining compliance with strict FBI image quality requirements, we provide depot repair only on all our forensic products. There are no third party providers of internal optics service. We provide strict compliance to the highest standards.

We certainly appreciate your continued confidence in choosing Cross Match Technologies as your Live-Scan system and we will always show our responsiveness to your needs.

Sincerely,

*Andrés Muñoz*

Andrés Muñoz  
Account and Maintenance Manager  
Warranty and Maintenance Contract Desk