

February 18, 2020

Mr. Rudy Flores
Hidalgo County Tax
Main Office S, Administration Bldg. 2804
Edinburg, TX 78539
rudy.flores@hidalgocountytax.org

Re: OPEX Sole Source Letter For Windows PC Upgrade

Dear Mr. Flores:

The OPEX® AS7200i™ integrated extractor / scanner is manufactured by OPEX Corporation, with worldwide headquarters located in Moorestown, New Jersey. OPEX is the sole manufacturer of this unique product and is solely responsible for its distribution into the marketplace. Additionally, OPEX Corporation (“OPEX”) is the sole authorized source for parts and service on its equipment. No third party has been authorized to act on behalf of OPEX regarding OPEX warranty service or maintenance support. All warranty items, as well as all aspects of equipment support, are handled directly through the OPEX World Headquarters in Moorestown, New Jersey.

As part of OPEX’s Maintenance Contract, OPEX assumes all support responsibility for the software that was installed on the OPEX AS7200i equipment at the time of purchase. The software platform will have no bearing on our ability to effectively support your contracted OPEX equipment. As such, we do offer customers the option to purchase an upgrade to the operating system on their installed OPEX AS7200 equipment. The operating system Windows 10 upgrade for PCs on the OPEX AS7200 equipment is not covered under the OPEX Maintenance Contract and, therefore, there is an additional fee associated with the purchase of such upgrade. The cost for purchasing such Windows 10 upgrade for PCs on the OPEX AS7200 equipment shall be based on OPEX’s then current published rates and terms.

Since OPEX is the sole manufacturer as well as the sole authorized source for parts and service on the AS7200i equipment, we will build the Windows 10 PC at our facilities located in Moorestown NJ and ship it to the customer’s equipment site. Upon arrival, OPEX will install such upgrade on the OPEX AS7200i at the customer’s equipment site.

Additionally, please be advised that the AS7200i equipment utilizes proprietary service diagnostic software covered by various patents and copyrights. OPEX has not released this software to third parties. To effectively support OPEX equipment, these third parties would have to develop their own diagnostic software.

Second, when it comes to supporting and / or maintaining the machines, we have found that third parties generally do not perform the rigorous testing and maintenance programs that OPEX performs. As an example, on the service side, we regularly inspect your equipment at various intervals throughout the year, replacing worn parts and performing service often before the machines actually experience downtime.

Finally, because OPEX does not distribute parts through third parties, these third party service organizations often install used parts in the machines or parts of sub-standard quality that do not meet the specifications defined by OPEX. OPEX only uses parts which have been pre-tested to meet our factory's quality standards. It should also be noted that many of the parts are manufactured exclusively by OPEX in its Moorestown facility.

I trust this information is helpful. If you have any questions, or need additional information, please do not hesitate to contact me at (856) 727-1100, or via email, lhitchman@opex.com.

Sincerely,
OPEX Corporation

A handwritten signature in blue ink that reads "Lynda Hitchman".

Lynda Hitchman | Special Projects Coordinator
LHitchman@opex.com | 856-727-1100 x2190(w) | www.opex.com