

Frequently Asked Questions

Q. Who is Arecont Vision Costar?

A. Arecont Vision Costar, LLC is a business unit of Costar Technologies, Inc.

The company was founded on July 13, 2018. To learn more about the new company, download the **Arecont Vision Costar Fact Sheet** here: <https://tinyurl.com/y98cnr66> and download the **press release** here: <https://tinyurl.com/y9hlj2qt>.

Q. What relationship does Arecont Vision Costar have with the original Arecont Vision, LLC?

A. Arecont Vision, LLC launched a voluntary Chapter 11 process on May 14, 2018 to clear its debt load and to facilitate the sale of company assets.

Costar Technologies, Inc. purchased the majority of assets of the original Arecont Vision, LLC, including all products, patents, trademarks, services, and technology. Arecont Vision, LLC is a separate entity, and is winding down its remaining business activity under the Chapter 11 process.

Arecont Vision Costar will honor all valid customer and supplier contracts from the predecessor business.

Q. Who is Costar Technologies, Inc.?

A. Costar Technologies, Inc. designs, develops, manufactures, and distributes a wide range of proven products for the surveillance and machine-vision markets. The company is publicly traded (OTC Markets Group: CTSI) and well established in the industry.

Costar Technologies, Inc. operates five business unit companies. They are:

- **Arecont Vision Costar, LLC** (www.arecontvision.com)
- **Costar Video Systems, LLC** (<http://www.costarvideo.com>)
- **Cohu HD Costar, LLC** (www.cohuhd.com)
- **IVS Imaging** (www.ivsimaging.com)
- **Innotech Security** (www.innotechsecurity.com)

Learn more about Costar Technologies, Inc. at www.costartechnologies.com.

Q. Who are my contacts at Arecont Vision Costar?

A. *The executive team and most employees at time of purchase made the transition to the new Arecont Vision Costar, LLC. Most contacts therefore remain the same.*

Find sales contacts here:

- <https://www.arecontvision.com/contactform.php>

Contact the **Technical Assistance Center** here for support issues:

- <https://www.arecontvision.com/resources.php>

Learn about the **executive leadership team** here:

- <https://www.arecontvision.com/Company/management>

Q. Where do I buy Arecont Vision Costar products?

A. *Arecont Vision Costar products are available to the global market from authorized security dealers and systems integrators, who typically purchase from authorized distributors.*

Visit <https://www.arecontvision.com/where-to-buy.php> to find an Arecont Vision team member in your area, who can put you in touch with an authorized security dealer or systems integrator.

Q. What happens with warranty and support for products that were purchased from the original Arecont Vision, LLC if a problem occurs?

A. *Arecont Vision Costar continues to honor all warranty and support claims during the standard in-warranty period for all products purchased from the original Arecont Vision, LLC or from its authorized security dealers, systems integrators, and distributors.*

*The **Technical Assistance Center** is available to provide support.*

- **Phone:** +1.818.937.0700 & select option #1 (visit the website for more calling options)
- **Email:** support@arecontvision.com
- **Online:** <https://www.arecontvision.com/resources.php>

Warranty terms & conditions can be found here:

<https://www.arecontvision.com/policy/limited-warranty>.

Firmware and software updates continue to be offered free of charge, as before.

Repair of out-of-warranty products will continue at customer cost under company policy.

Arecont Vision®

A COSTAR COMPANY

See the full policy details at <https://www.arecontvision.com/policy/arecont-vision-repairs-and-loaner-program-policy>.

Q. What products does Arecont Vision Costar offer?

A. Arecont Vision Costar offers the **Total Video Solution™**, announced in the 1st half of 2018 (see press release here: <https://tinyurl.com/yae4ckw7>), and supporting products and services.

The **Total Video Solution** provides all of the major components of a complete video surveillance solution from a single vendor, Arecont Vision Costar. The component product families are:

- Megapixel Cameras
 - **MegaIP™** single-, dual-, and multi-sensor megapixel cameras
 - **ConteraIP™** single- and multi-sensor megapixel cameras
- Cloud-Enabled Video Management System Software
 - **ConteraVMS™**
- Cloud Managed Video Recorders
 - **ConteraCMR™**
- Web Services
 - **ConteraWS**

Individual solution components may also be purchased for use with existing VMS, NVR, camera, or infrastructure products from other vendors via ONVIF compliance. The best solutions from 3rd party vendors are also jointly tested and integrated through the **Technology Partner Program™** (<https://tinyurl.com/y6vtuddl>) and the **MegaLab™** test and validation facility (<https://tinyurl.com/y7os9y2k>).

To learn more about the full range of Arecont Vision Costar products and advanced technologies, please visit: <https://www.arecontvision.com/categories.php>

Q. Are Arecont Vision Costar products still made in USA?

A. All Arecont Vision Costar products are based on world-class designs and technology. The majority of the company's products continue to be manufactured in the USA. Learn about our Made-in-USA compliance here:

<https://www.arecontvision.com/Company/about-arecont>.

Q. How can I stay up to date with Arecont Vision Costar news?

A. Join our mailing list to be updated on Arecont Vision Costar products, programs, awards, press coverage, and the latest industry news.

Sign up here: <https://www.arecontvision.com/contactform.php>

Arecont Vision Costar also provides regular updates through popular social media platforms. Follow us on one or all for the most up to date information:

- **LinkedIn:** <http://www.linkedin.com/company/arecont-vision>
- **Facebook:** <http://www.facebook.com/arecontvision>
- **Twitter:** <http://www.twitter.com/arecontvision>
- **AV News Blog:** <http://blog.arecontvision.com/>

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More questions? Please visit us online at www.arecontvision.com, call us at +1.818.937.0700, or email us at avsales@arecontvision.com.