

## SERVICE BULLETIN

September 2025

Effective **January 1, 2026**, Titan Logix Corp. will be discontinuing any out-of-warranty repair services for our older FINCH II displays. This change is driven by our ongoing commitment in supporting our latest product offerings.

Starting on Jan. 1, 2026, any customers with out-of-warranty FINCH II displays that is not repairable through a service call will qualify for our upgrade pricing on our latest FINCH II-W displays.

### FINCH II-W BENEFITS

Our latest FINCH II-W models are designed to streamline usability, troubleshooting, and system management of your Titan Hardware.

- Wireless (Bluetooth) connection to **Titan Install** (mobile app) and **Titan Portal** (web dashboard).
- Easily perform alarm level adjustments and firmware updates without any programming cables.
- Access all Titan Hardware units in one dedicated online platform, along with centralized storage of all your strapping table configurations.

A white label on the bottom right corner of the front panel provides the QR code to connect to our Titan Install mobile app. This white label is **only** on our FINCH II-W displays.

### CONTACT INFO

**Email:** [service@titanlogix.com](mailto:service@titanlogix.com)

**Phone:** 1-877-462-4085 ext 2

What we need from you:

- FINCH II display serial number
- Brief description of the issue
- Request our upgrade pricing on a new FINCH II-W display



FINCH II



FINCH II-W

**Thank you for your understanding and continued partnership.**

**Titan Logix remains committed to providing industry-leading solutions, ongoing innovation, and the high standard of service our customers rely on.**

**Titan Logix Corp.**

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[help.titanlogix.com](http://help.titanlogix.com)