



Brandon Wermes <[REDACTED]>

FW: VP3350 Warranty Extension and Inventory Swap Proposal

Jenn Aaron <Jenn.Aaron@idtechproducts.com>

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To: Albert Huang <[REDACTED]>, Brandon Wermes <[REDACTED]>

Cc: James Gribbin <[REDACTED]>

Hi Brandon,

Thank you for your continued partnership and for raising this request.

We understand the importance of providing your dealers with clear and consistent information. Please feel free to share the below statement directly with your network:

ID TECH Statement – VP3350 Tamper Behavior & Warranty Support

ID TECH is aware of concerns raised regarding tamper-related behavior observed in a subset of earlier VP3350 units.

Following a thorough internal review, this behavior was isolated to a specific hardware condition present in earlier production units. This condition has been addressed through an updated hardware revision.

All VP3350 units included in shipments from February 4, 2026 and March 3, 2026 reflect this updated hardware revision and are not impacted by the prior condition. These units have been validated and are suitable for deployment.

To further support our partners and provide additional assurance, ID TECH is implementing the following:

- An additional **one (1) year warranty extension** for all VP3350 units purchased by NX Restaurant, bringing total coverage to **two (2) years**
- Replacement of any **older, undeployed units** with units containing the updated hardware revision, as needed

ID TECH is confident in the performance and stability of the current VP3350 hardware and remains committed to supporting our partners and their dealer networks.

Please let me know if you'd like us to tailor this further for your dealers or join any conversations directly—we're happy to support.

Best Regards,

Jenn Aaron

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