



April 9, 2013

ScreenLogic® Interface Performance Update

Dear ScreenLogic Users,

Recently some of you may have had performance issues with Pentair's ScreenLogic Interface Systems. We apologize for any inconvenience you may have experienced and want you to know that Pentair has made correcting these issues its top priority for its Engineering Department.

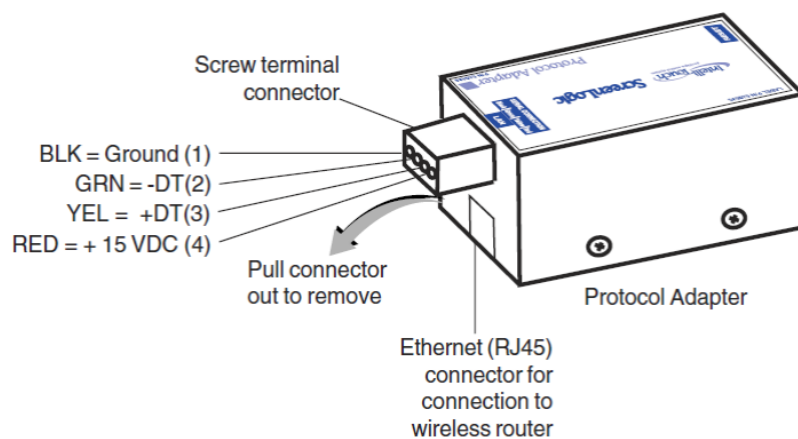
The performance issues may prevent viewing of your system from a remote device. ScreenLogic interface acts as an overlay to the existing IntelliTouch® or EasyTouch® Control System. All system control and scheduled programs are driven by the IntelliTouch or EasyTouch system, so programs for your pool systems remain fully intact and operating normally. ScreenLogic interface adds the ability to use advanced interfaces such as PC, Mac® computer, iOS and soon Android™ devices.

We have been able to identify two separate issues. The first issue relates to a problem with the software of the protocol adapter. We are writing and testing new code and will implement this immediately upon achieving a successful outcome. This could, however, take 60 to 90 days.

The second, and less common issue is related to a server outage. When this happens the protocol adapter may not reset itself when the server comes back on line. To address this issue, we are in the process of moving the ScreenLogic interface servers to a more robust server environment. Unfortunately, this will not be complete until June of this year.

Many times the issues you are experiencing can be resolved with a simple reboot of the ScreenLogic interface adapter. The steps to reboot the adapter are outlined below.

Un-plug the green "Screw Terminal Connector" for 10 seconds then plug it back in; wait one minute before trying to connect. This will resolve most problems with ScreenLogic.



ScreenLogic



At the time of the switch to the new servers we will require you to download new software to your system. In order to minimize any disruption of service we will notify you of the change. In order to do this we will need:

- Owner's name
- Owner's E-mail address
- Protocol adapter address (Pentair: XX-XX-XX)

This information can be sent to ScreenLogic@Pentair.com.

Pentair has qualified technicians in our Technical Services department to help with your ScreenLogic interface issues. If you would like assistance, please call our Technical Services support line at (800) 831-7133 or e-mail ScreenLogic@Pentair.com.

Again, we apologize for any outages you have experienced and please be assured these issues are being addressed with the utmost importance.

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