

August 31, 2021

Dear Valued Partners,

HySecurity is simplifying the ordering process for StrongArm M30 and M50 anti-ram barriers.

## Changing the way StrongArm M30/M50 arms are ordered

Under the old system the arm is configured to the correct length by adding an “Installed Option” designated by a “SC-5” code. With the new system arms are ordered separately, as an accessory with an MX part number.

HySecurity is making this change to improve our customer service. It enables us to build and ship arms and gate operators separately, and to reduce the impact of supply chain disruptions to our customers. This is a production system change only and does not affect pricing.

With this change HySecurity will quote and invoice arms and operators as separate line items. We will automatically update all existing orders to the new system and notify you of the change, no action is required on your part. Future orders will be accepted using the new system.

### Part Number Cross Reference

Model	Clear Opening (ft)	Old Installed Option Code	New Part Number	Description
M30	12	SC-5-80	MX5265-12	Arm Set, M30 Fortified Barrier, 12 ft
	14	SC-5-81	MX5265-14	Arm Set, M30 Fortified Barrier, 14 ft
	16	SC-5-82	MX5265-16	Arm Set, M30 Fortified Barrier, 16 ft
	18	SC-5-83	MX5265-18	Arm Set, M30 Fortified Barrier, 18 ft
	20	SC-5-84	MX5265-20	Arm Set, M30 Fortified Barrier, 20ft
	22	SC-5-85	MX5265-22	Arm Set, M30 Fortified Barrier, 22 ft
	24	SC-5-86	MX5265-24	Arm Set, M30 Fortified Barrier, 24 ft
M30 NP	12	SC-5-F2	MX5266-12	Arm Set, M30 NP Fortified Barrier, 12 ft
	14	SC-5-F5	MX5266-14	Arm Set, M30 NP Fortified Barrier, 14 ft
	16	SC-5-F6	MX5266-16	Arm Set, M30 NP Fortified Barrier, 16 ft
	18	SC-5-F9	MX5266-18	Arm Set, M30 NP Fortified Barrier, 18 ft
	20	SC-5-FA	MX5266-20	Arm Set, M30 NP Fortified Barrier, 20 ft
	22	SC-5-FC	MX5266-22	Arm Set, M30 NP Fortified Barrier, 22 ft
	24	SC-5-FE	MX5266-24	Arm Set, M30 NP Fortified Barrier, 24 ft

Model	Clear Opening (ft)	Old Installed Option Code	New Part Number	Description
M50	12	SC-5-E2	MX5268-12	Arm Set, M50 Fortified Barrier, 12 ft
	14	SC-5-E4	MX5268-14	Arm Set, M50 Fortified Barrier, 14 ft
	16	SC-5-E6	MX5268-16	Arm Set, M50 Fortified Barrier, 16 ft
	18	SC-5-E8	MX5268-18	Arm Set, M50 Fortified Barrier, 18 ft
	20	SC-5-EA	MX5268-20	Arm Set, M50 Fortified Barrier, 20 ft
	22	SC-5-EC	MX5268-22	Arm Set, M50 Fortified Barrier, 22 ft
	24	SC-5-EE	MX5268-24	Arm Set, M50 Fortified Barrier, 24 ft
M50 NP	12	SC-5-E2	MX5269-12	Arm Set, M50 NP Fortified Barrier, 12ft
	14	SC-5-E4	MX5269-14	Arm Set, M50 NP Fortified Barrier, 14ft
	16	SC-5-E6	MX5269-16	Arm Set, M50 NP Fortified Barrier, 16ft
	18	SC-5-E8	MX5269-18	Arm Set, M50 NP Fortified Barrier, 18ft
	20	SC-5-EA	MX5269-20	Arm Set, M50 NP Fortified Barrier, 20ft
	22	SC-5-EC	MX5269-22	Arm Set, M50 NP Fortified Barrier, 22ft
	24	SC-5-EE	MX5269-24	Arm Set, M50 NP Fortified Barrier, 24ft

## Critical Dates

This change is effective immediately.

## Frequently Asked Questions

- Q: I have an order for StrongArm M30 or M50 in progress. Do I need to revise my purchase orders?  
A: All existing orders will be updated by the inside sales team at HySecurity and no action is needed on your part.
- Q: Will this change the pricing of my StrongArm M30 or M50 arms?  
A: No, this change does not affect pricing. It is a procedural change for our production systems only.
- Q: Does this mean operators and arms will now ship separately?  
A: Wherever possible we will ship operators and arm sets together. However, if supply chain disruptions delay our ability to manufacture arms, we may ship the operator in advance at the request of the customer.
- Q: My invoice has both an option code (SC-5) and an arm part number. Didn't you do away with the option codes?  
A: The SC-5 code now indicates to the factory which hydraulic pump pack to use and operational settings for tuning an operator for its intended arm length. You will continue to see this code on quotes and invoices in the future.

- Q: In the past, M30 operators were shipped with the strap attached to the operator, and the lower arm was shipped inside the upper arm. What's the plan for the new system?
- A: Straps for M30 arms will now be shipped assembled in the arm, as the M50 straps are. In the same way the lower arm will be packaged separately from the upper arm, as we do for the M50 arms. The installation process for M30 and M50 arms will now be the same.
- Q: Someone rammed into my StrongArm M30 or M50 gate and damaged the arms. Can I order these arm sets as a replacement?
- A: No, these arm sets are for sale with new operators only. There are separate part numbers for replacement parts. Replacement parts include a different set of hardware and omit unnecessary equipment.