

D-BOX Home Theater End of Sales – Frequently Asked Questions from consumers

| QUESTIONS | | ANSWER |
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| 1 | How long will D-BOX continue to provide support and repairs for home theater customers? | D-BOX will continue providing support and repairs for the next 7 years (until April 30, 2031). |
| 2 | I have a broken actuator and it needs to be replaced. Where can I buy a replacement? | Contact one of the authorized resellers listed on the D-BOX website. They are the only ones permitted to sell you replacement parts. |
| 3 | My HaptiSync Hub is no longer functional. Can it be repaired or replaced? | Contact one of the authorized resellers listed on the D-BOX website for replacement parts. The HaptiSync Hub can be repaired or replaced if it remains under warranty. If the warranty has expired, the HaptiSync Hub can be repaired, and if not repairable, a new unit can be purchased. |
| 4 | My HEMC is no longer functional. Can it be repaired or replaced? | The HEMC is a discontinued product and therefore cannot be repaired. D-BOX suggest purchasing a HaptiSync Hub via one of the authorized resellers or using a PC as a controller. |
| 5 | I have a broken actuator that needs to be repaired on-site. Will D-BOX send someone to do the repair? | Contact one of the resellers listed on the D-BOX website. They are authorized to sell and repair D-BOX equipment. They will also be able to confirm if they offer on-site support. |
| 6 | Does D-BOX have any certified resellers who will continue to provide support and repairs? | Yes. They are all listed on the D-BOX website. If you have difficulty reaching them, you can always contact the D-BOX support team at support@d-box.com . |
| 7 | Will D-BOX continue to release new haptic codes for movies and TV series? | Yes, D-BOX will continue to release new haptic content. |
| 8 | I already own multiple D-BOX haptic chairs and want to add more. Can I contact my dealer to buy an additional chair with D-BOX integrated? | No. D-BOX no longer has an agreement with resellers to sell new home theater chairs equipped with haptic systems. |
| 9 | I have just received my D-BOX products and now that I know that D-BOX is exiting the home theater market segment, I would like to return my products and be reimbursed. Is this possible? | This may be possible for products such as the HaptiSync Hub, the KCU or the KAI, since the product must be new, unused and not be integrated into a chair. |
| 10 | If I purchase a used part from eBay or Kijiji to replace my defective part, can I have support from D-BOX? | Yes, if the product is not obsolete and the serial number is valid. |

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