



SID 2.0 Upgrade Program
Date 04/14/2010

Q: What is SID 2.0 and why do I need it?

A: SID 2.0 is the backbone for the new 2.0 firmware update and connecting myReef 2.0 to your PC. SID 2.0 is not a hardware change, but a firmware update for your existing SID (that was included with all ReefKeeper systems.) So while all customers were provided the needed hardware to do updates thus far (the SID,) with their ReefKeeper purchase, all new features and updates do require that the SID be reprogrammed which we will do at no cost (accept the cost of shipping,) for all ReefKeeper owners no matter their warranty status. Please note, SIDs that are out of warranty, damaged or are non-functioning due to abuse will not be replaced. If that is the case a replacement SID will need to be purchased as listed below.

Q: How do I get SID 2.0?

A: Because the update is so involved existing SIDs (in the field) have to be updated or replaced. Updating will have to be done here at Digital Aquatics and we're working to make that process as quick and easy as possible! The alternative is to purchase a replacement SID at \$19.99 from the Digital Aquatics online store. Please read below for all the details on how to get ready for 2.0. Also, because SID 2.0 is required for myReef to function, it is advantageous to start this process early if you are planning to participate in the public beta release of the new software/firmware in a few weeks.

Q: I just purchased my ReefKeeper, how do I know if my SID needs to be updated?

A: All SIDs that are 2.0+ will be labeled as such. SIDs that are blank are of the 1.x version and need to be updated. Because myReef and firmware 2.0 is just about to enter public beta it is not the shipping version. SID 2.0 will be shipping soon, even before we start shipping 2.0 firmware, those SIDs will be clearly marked.

Options:

- 1) Sending in your SID for the update: Again the update for a SID is so involved that it must be done here at Digital Aquatics. Customers can send in their SID as outlined below. The day we get it in we'll update it, test it, and place it in the envelope provided by you and it will head back to you the next business day! It's that simple. Shipping one way should be under \$2.00 if shipped USPS. Customers are free to ship packages at any speed both to and from Digital Aquatics as long as all required postage and info is provided as outlined below.
- 2) Purchasing a SID: If you wish to purchase a SID vs sending one in that can be done at our online store at cost of \$19.99. Please note that no refund will be offered for old SIDs. Also, cross shipping is not available for this product.

Instructions:

Please insure the following items are provided as outlined, allowing us to service your upgrade!

For fastest processing please address your package to:

Digital Aquatics
SID Upgrade Program
19825 141st PI NE
Woodinville, WA 98072

The SID should be shipped in a 5x7 padded envelope and should cost around \$2.00 via USPS. For fastest service, please include, inside the envelope, a label with the return address and required postage to have the package returned to you. Packages that do not have the required label or postage will not be shipped.

Please be sure to take the appropriate steps to insure and guarantee delivery of your package. Digital Aquatics is not responsible for packages sent to us.

This process will be an automated one and we will not have status updates for customers. If you require tracking information please make sure you purchase that for both incoming and outgoing shipments.