

June 5, 2025

City of Mount Vernon  
1 Roosevelt Square  
Mount Vernon NY 10550

Dear Juan,

Justice AV Solutions (JAVS) should be considered the sole source to provide service and maintenance for the JAVS recording equipment located in Mount Vernon, New York.

The JAVS Recording System contains proprietary software such as AutoLog™ 7/8/9, Scheduler 7/8/9, and Publisher 7/8/9, as well as system control hardware including the Centro systems and the Recorder 7/8/9 devices.

JAVS does not outsource service and maintenance of the systems. As stated in the Classic Coverage Extended Warranty, Preventative Maintenance and Support Agreement, deliberate tampering with the system as well as attempted repair and/or maintenance by any personnel not employed by JAVS are exclusions to the agreement.

JAVS continually expands its staff in research and development, manufacturing, software applications, field service, and installation nationwide in order to service and augment our recording systems. If you have any questions regarding the service qualifications of JAVS, please don't hesitate to contact our National Service Manager, Tim Kiefer, by phone at 502-489-5121 or by email to [Tim.Kiefer@javs.com](mailto:Tim.Kiefer@javs.com).

Sincerely,



Megan York  
Contract Manager

