

OPEN LETTER TO OUR DEALERS AND CUSTOMERS

Dear Vigil users, customers and dealers,

First of all, we want to thank you for the trust you give to our product. Be sure that without your support, we would never have reached what we are today in this very well protected and difficult monopole-ruled business.

Vigil or your "Guardian Angel" opened this market to competition and is now sold in 42 countries through **167** distributors.

But in France, the free choice of the user is put in doubt by a state organization (F.F.P.). This has obliged us to react firmly to defend our rights. In June 2007, we went to the Paris court to protect our sponsoring rights against our German competitor (still ongoing court case).

Previous to that, we needed to defend our rights against Mr. Fradet concerning his denigration without any foundation or facts against Vigil.

Today, we can easily prove that the Vigil is certainly as safe as any other electronic AAD on the market, taking namely in consideration the Airtec misfires due to battery problems stated in the USA and the Airtec misfires due to the pressure sensor stated in Australia.

Concerning the misfires due to rejected sensors: we want to state that the Swiss sensor factory has advised their customers in December 2006 of a possible default in their products and the danger to use those sensors. Why did Airtec wait 15 months to act and advise their users of a potential danger is an open question.

We can confirm that we immediately sent our full batch of incriminated sensors back to the factory for control. It's evident that the French Federation is now protecting their new German sponsor by damaging the reputation of Vigil.

To remember is that we became leader in France. That the F.F.P. was sponsored by Vigil since 1 October 2001, with a 2-year renewable contract. In June 2007, without any advise, they suddenly switched to Airtec for sponsoring all their VR-Teams. This was confirmed by a publicity in the Paramag edition of June 2007!

In counterpart, in 2008 we had to face 2 unexpected problems with the French Federation concerning:

A. The cutters:

Our design with the hard plastic protection rings was designed to be placed at the bottom of the rig. But above the pilot chute between the 2 flaps or 2 stainless steel rings, they could encounter possible damage.

In August 2006, we changed our cutter to a full stainless steel body. In some cases, there were internal burs, due to a new body supplier. As soon as we stated this, we decided to exchange them all free of charge for our current stainless steel cover version. From August 2007, we supplied this new cutter with a stainless steel loop protection cover.

In February 2008, Mr. Fradet advised by e-mail to return those cutters to the producer, due to their so-called non-conformity to specification. This is incorrect and unjustified criticism. Tests have been done on those cutters by an official laboratory of the Belgian Army (L.A.E.E.). The results of their tests confirm our previous statements (See on our website: <http://www.vigil.aero/downloads.php> - section 'Official Statements').

Suddenly, after having sent those 2 reports, our cutters became acceptable for the French market.

B. Vigil misfires:

After the previous point, the French Federation took a position to reconsider the Vigil misfires that we experienced during the last 3 years. This problem started by coincidence (?) when Jo Smolders just arrived in China for personal reasons.

We admit to have recorded 9 misfires on more than 8.000 Vigils in the field (of which 7 on the ground and 2 in the activation zone of the Vigil). The first stated misfire (May 2005) in France had a cutter activation by its first fit in a rig. This Vigil was totally dismantled for analysis and the real reason of the misfire was never found (a crazy temperature value was stated, which proved that this Vigil registered wrong information).

Today, we have 8 cases where we are still looking for the exact reason of the misfires.

That the F.F.P. now suddenly recommends not to use the Vigil in France must be in agreement with their new sponsor by starting a denigration-campaign against a dangerous competitor, is evident. We firmly will refuse to accept this and we will defend our rights by all means.

We launched Vigil II with an adapted hardware to achieve a better working stability of the micro processor. A software-upgrade was implemented by some additional security factors to avoid misfires.

Considering those facts, we want to state that Vigil has saved 31 lives (all documented). We are certainly as safe (or dangerous) as Cypres today, who also has misfires and not only on the ground.

The up to now stated misfires are of course not in our favor, but please believe that our own engineering team was already doing its utmost best to analyze and correct the reasons of those unexplained activations.

Actually, we are testing new electronic components, which must in theory drastically reduce or even eliminate the risk of a misfire. Our aim is of course to try to reach the zero default.

A point to know is that today's electronics-producing companies will never guarantee the application in which their product is used.

We can assure you that we are already testing the Vigil of a new generation (totally redundant) to avoid future misfires.

Nevertheless, we will give you an official statement as soon as we can.

We calculated that the risk of a misfire in the air for Vigil I is actually 1 on 200.000 days of use. Allow us to say that the risk of a misfire is extremely rare and exceptional and that we are not the only company to have misfires.

In agreement with our open and straight policy, we don't want to hide this problem but understand that we analyzed the facts correctly.

We want to point out that we introduced new options to the users, namely:

- 3 modes in one ergonomic, compact and strong unit
- An internal memory of the last 16 minutes of jump information with a user-friendly download tool
- Ergonomic design with a clear graphical display, protected by a scratch-proof sapphire glass
- A sophisticated power management, giving a battery life-span that has never been reached before
- The pulses plus technology assures that the cutter will always activate in less than 2 msecs, even with a low battery charge
- A jump counter in a unit that the user can set in meters or feet and in °C or °F
- A very strong specific flexible wire which is reinforced by Kevlar
- Complete self-test at the start-up, to eliminate fixed required maintenance as high maintenance costs

These and many other useful innovations were implemented to the satisfaction of most of our users.

With all our thanks in the trust you give to Vigil.

Best regards,
Jo Smolders
Managing Director