

ISEO°

ACCESS ON DEMAND ON TIME ON LINE

The ISEO V364 Access Management System provides ease of use and time saving for the administrators wherever high security standards apply and prompt access rights need to be issued for employees and mobile workforce.

With the **F9000 ON Mechatronic key** the ISEO V364 combines the benefits of mechanics, electronics and mobile connectivity ensuring maximum security and flexibility for organizations spread across numerous locations.







ISEO **V364 F**9000



MAIN FEATURES

- \square EASY INSTALLATION with cable free cylinder replacement.
- ☐ ENERGY-SAVING, low-maintenance components.
- ☐ FLEXIBLE MANAGEMENT of access rights.
- □ VALIDATION LIMITS THE RISK of exposure with lost keys.
- ☐ REMOTE DISABLING OF KEYS.
- ☐ AUTOMATIC COLLECTION OF EVENTS and battery status.
- ☐ FULL COMPATIBILITY WITH THE ISEO CSF mechanical cylinder system.

ISEO V364

The ISEO V364 Electronic Access Control System is based on the Atlas Controllers, mechatronic F9000 locking cylinders and the F9000 ON user key, which can communicate directly with conventional tablets and smartphones via a Bluetooth Smart secure AES 128 protocol.

Authorizations can be conveniently administered using the ISEO V364 software and transferred to the user key, via the smartphone free app (iOS or Android) or online stationary reader/writer devices (validators).











Main **Features**



Mechanical and Electronic technologies intertwine in seamless way ensuring un-precedent security while connecting to mobile devices

The Electronic technology provides the flexible control of keys, access rights and audit trails as an access control system. The mechanic technology being compatible with the F9 or the F900 mechanical cylinders of the ISEO CSF System, allows to create mixed plants with different security levels.



CONTACTLESS TECHNOLOGY

The cylinder Energy is supplied from the mechatronic key battery ensuring all weather protection for the F9000 Cylinder which is protected against ingress of dust and powerful water jets.

The Patented contactless system of Data and Energy transfer without electric contacts ensures durability since there is no corrosion neither dust, neither Electrostatic Discharges which are typical problems of contact solutions.



ON LINE

The administrators can update the access rights remotely and the employees can use their own smartphone to update directly the access right on the F9000 ON key thanks to the latest Bluetooth Smart technology embedded in the F9000 ON key.

The user can get authorizations immediately before entering the lock for even just 1 minute and then the key is automatically disabled reducing the risk of lost keys.

ON DEMAND SWITCH ON

The switch ON button of the F9000 ON key allows extended battery life up to 5 years as the Bluetooth Smart is activated only ON demand for max 12 seconds. The communication is encrypted with AES 128 and the switch ON button provides additional security since the communication is active only when necessary.





SECURE CONNECTIVITY

Information security is of paramount importance in order to maintain the safety and security of your facilities.

ISEO has applied proven techniques based on industry best practices from existing Cryptography and Network Security technologies.

CONVENIENT

The F9000 ON key provides a "Mechanical key like user experience": electronics control works without compromising the "opening experience" of a pure mechanical key.

Just insert, turn and get straight away access: the authentication happens in few milliseconds.

ON TIME

Access rights are restricted in validity by time and date. Furthermore the access rights can be set with different validation period for each key ensuring that at certain time intervals the keys must be validated with the smartphone or with the online reader/writer devices (Validators) to remain active.

Once validated the key stays active for the specified validation period and after becomes inactive. Lost keys are no longer a security risk after the validation period expires. The key records an event at every opening with date and time. During the validation operation the events are collected to the V364 software database.

FUTURE PROOF: SCALABLE AND EASY TO INTEGRATE

V364 is designed to easily scale with your need and your budget. As your business grows, V364 will grow with you. You can add doors and other Atlas (Slave) controllers for multisite applications and users to the system at any time.

V364 connects multiple facilities on the same existing networking infrastructure and will be the core of your next level of facility integration accordingly to the system integrators of the ISEO Technology Partner program VAR (Value Added Reseller).

EASY INSTALLATION

The cable free cylinders are easy to install and extensions to mechanical system or updating an existing mechanical system is convenient and cost effective. No batteries in the cylinder ensure great reliability in any installation condition. The modular solution allows maximum flexibility for cylinder installations.

To startup the ISEO V364 system there is no need to install any software or to buy a dedicated server computer: it's all in the Atlas controller Box, a solid state pre-configured appliance, allowing the system up and running in minutes. The embedded web server gives you the freedom to manage and control accesses anywhere and anytime with just a webkit enabled browser.



ISEO **V364 F**9000

The **keys**

The F9000 keys have a watertight high impactresistance polycarbonate housing which holds the electronics with battery and a metal shaft in nickel silver suitable for cylinder with protector. The paracentric profile metal shaft embeds an antenna which allows the contactless transfer of data and energy to the F9000 mechatronic cylinder.

The F9000 ON and F9000 UP Keys are suitable for all weather applications and comply with:

- ☐ IP65 (International Protection Marking) = no ingress of dust and protection against water jets from any direction.
- ☐ IK08 (Impact Protection) = 5 Joule Impact = 1.7 Kg spherical mass dropped from 30 cm.



F9000 **ON**

The Bluetooth Smart embedded connectivity provides the possibility to remotely update and validate authorizations with smartphones at anytime and anywhere.

ACCESS USERS KEYS

The Access User key provided with the right mechanical coding and electronic credential opens the F9000 mechatronic cylinder as well the F9 or the F900 mechanical cylinders of the ISEO CSF System which have been properly mechanically coded. The Access User key has a built-in clock synchronized at any validation. Every time a user's key is inserted in an electronic cylinder the key records the date, the time and the cylinder name.



F9000 UP

The F9000 UP can be programmed with the stationary F9000 reader/writer devices (Validator) or the F9000 Mobile Validator connected to smartphones.

UPGRADE F9000 V2 SYSTEMS

F9000 ON and F9000 UP can be used to expand and upgrade existing systems with F9000 V2 cylinders without the need for new cylinders, making it possible for current customers to upgrade their system with ease.





PROGRAMMER

KFY

The Programmer Key (PR) is used to download events from the cylinder, re-program the cylinders. The key has Bluetooth Smart connectivity for direct programming with the smartphone.

EMERGENCY

KFY

The Emergency Key (EM) opens all cylinders at any time in case of situations that poses an immediate risk to health, life, property, or environment. This key is specifically designed to enable the fire brigade to access the facility in case of an emergency.

The key has a very high durability with battery life over 5 years and is all weather resistant. The Emergency key has the override functionality opening double profile cylinder fitted with double function even where there is another key inserted in a lock position on the other side.

IDENTIFICATION MARKING

The Keys are supplied with 3 lines laser engraved Identification marking consisting of:

- ☐ Plant Identification
- ☐ Customer defined 8 characters
- ☐ Kev Function (ON.UP.PR.EM).





VERSION

The F9000 keys (ON, UP, PR, EM) and the F9000 cylinders are available as option for explosion prone areas where explosive or flammable gases may be present. The ATEX version of Keys and the Cylinder are certified ATEX EX 2 G Ex ib IIB T4 (zone 1).

ENROLL

The F9000 key has a UID (Unique IDentifier) laser engraved allowing to enroll in the V364 software the Access user key with the access permissions without immediately programming the key.

At anytime with the smartphone or the validators the user can write the access permissions allowing in a system startup phase, to open only the ISEO CSF mechanical cylinder.



The **keys**







LED AND BUZZER

All keys are equipped with LED red and green visible indicator and optional Buzzer, particularly useful to inform the user whether the key has access or not.

COMBINATION WITH RFID TECHNOLOGY

The standard key cover can accommodate an RFID tag with diameter dimension of 22 mm for integration into applications that requires RFID tag like access control, alarms, vending machines, payments and similar.

PROTECTED KEY

The F9000 Key, with Patented contactless system of Data and Energy transfer, is protected without time limit (Trademark).



BATTERY

All the keys are powered by a standard CR2450 lithium battery lasting:

 \Box for F9000 ON up to 5 years \Box for F9000 UP up to 10 years.

During the battery change the key is able to keep synchronized the Real Time Clock for up to 5 minutes and in any case there will never be a loss of any credential data or recorded event from the key. The battery status is visible on the key by keeping the ON button pressed for 3 seconds.



SECURITY CARD

The CSF Master Key Plan Card is supplied with every locking system indicating the system number, necessary to authorize the reordering of all cylinders and keys. This security card is used for verification purposes when re-ordering keys and locking cylinders from ISEO.

ISFO **V364 F**9000

Cylinders



EASY INSTALLATION

The F9000 cylinder is cable free and without any battery.

Therefore the F9000 cylinder is dimensionally totally compatible with any mechanical cylinder and can easily upgrade a pure mechanical key system.

The F9000 cylinder store the last 1000 opening events including denied access

FLEXIBLE MODULAR CYLINDER

The F9000 cylinder is available in modular versions as Euro profile cylinder in length starting from 30 mm per side. The standard length of 60 mm can be extended in 5 mm increments up to a total length of 145 mm (95 mm maximum per side).

For a double euro profile cylinder it is possible to make up to 74 possible dimension with only 19 connecting bars already prepared with 4 holes per side.

Special length can be made with the universal rod up to a total lengths of 260 mm (130 mm per side).

SECURITY AND RELIABILITY

The F9000 mechatronic cylinder. reaches an unprecedented security level

F9000 meets all security and flexibility requirements for complex Master Key systems as it has the highest resistance against drilling, pulling, picking and bumping.

The F9000 are reliable in severe environments with dust and water as they are:

IP66 (International Protection Marking) = no ingress of dust and protection against powerful water iets from any direction.

The cylinder is Certified according to: FN 15684:2012

"16B4FF32" Classification.

Cylinder is also available in compliance to ATEX directive:

EX 2 G Ex ib IIB T4 (zone 1).

THE ISEO **CSF RANGE**

With the ISEO CSF range different products can be keyed into the same master key system and all products can be operated with just one single key simplifying key management.

The wide mechanical range provides the possibility to create the following master key system with different levels of security for any budget requirement:

F9 + F9000

F900 + F9000







ISEO V364 F9000

Applications





SYSTEM **ADMINISTRATOR**

Manages the V364 system using standard webkit web browser (Chrome, Safari, Edge), at any time and from any place via a standard internet/intranet connection to the V364 Atlas Master.



EMPLOYEE

Validates every day the key while opening the main door of the building and then enters the office. Any change on the access rights are programmed in the key during validation.



MAIN DOOR

Wall mounting reader/writer





MAIL BOXES

F9000 Round Threaded with locking lever



KEY DEPOSIT

F9000 Cylinder for Safe Tube



GATE

Padlock Universal with F9000 Cylinder



HIGH SECURITY PASSAGE DOORS

F9000 European Profile with 2 sides electronics



EMERGENCY EXIT DOORS

F9000 European Single Profile







RECEPTION MANAGER

Issues key with the desktop programmer for visitors, contractors or short term employees, managing the hand out and in of keys by printing the personalized credential receipt form.



SERVICE TECHNICIAN

Receives time limited access rights updating the key via smartphone during field work.



SECURITY MANAGER

Can readout events or deny authorization to lost keys with the Programmer Key.



VISITORS AND CONTRACTORS

Receive the Key valid for the hours of the visit signing the credential receipt form.



SECURITY NIGHT SHIFT

Receive the Key valid only for their time shift over midnight.





ROLE CHANGE

An Employee changes Role in the organization and needs access to different set of doors. The Administrator changes Role in the V364 System. The access user key are updated while entering the building at the validator or with the smartphone.



KEYPLAN EXTENSION

A new door is being installed in the Marketing Department. The Role of the Marketing Team can be quickly and easily updated with extended access rights. The keys will updated to open also the new door during validation.



MOVE

The Operations Department is moving into new offices and the existing offices are taken from the sales department. No extra costs are incurred as the existing locking cylinders are not replaced, but are simply renamed. The administrator just reprogram the keys access rights.



LOST KEY

An employees has lost the key and informs the administrator. The administrator issues a replacement key that revokes immediately the lost key either on the validator (on-line doors) either in the cylinders.





ACCESS
TO EXPLOSION
DANGER
ENVIRONMENTS

Access to potential explosive areas can be granted to Access User carrying the ATEX version key.



TERMINATION OF EMPLOYMENT

An employe terminates the employment before the key expiration. The administrator Revokes key form the system permanently disabling the key.



LEAVE OF ABSENCE

An employee goes on maternity leave. The administrator suspends the key and consequently no validation will occur during suspension: the key is temporarily disabled. When the employee will be back to work the administrator reinstate the key and after validation the key will be enabled again.



KEY RENEWAL

A key validity expires. The Administrator extends the validity period and the employee reprogram the key at the validator or with the smartphone.





ARCHIVE

F9 (or F900) mechanical cylinder with European Double Profile





OFFICE DOORS

F9000 European Double Profile round knob





ELEVATOR

F9000 Threaded M26 with Microswith





STANDARD DOOR

F9000 European Double Profile





CONTAINERS

Rectangular padlock Boxer with F9000 cylinder



ISEO **V364 F**9000

ACCESS IN MOBILITY ANYTIME FROM ANYWHERE

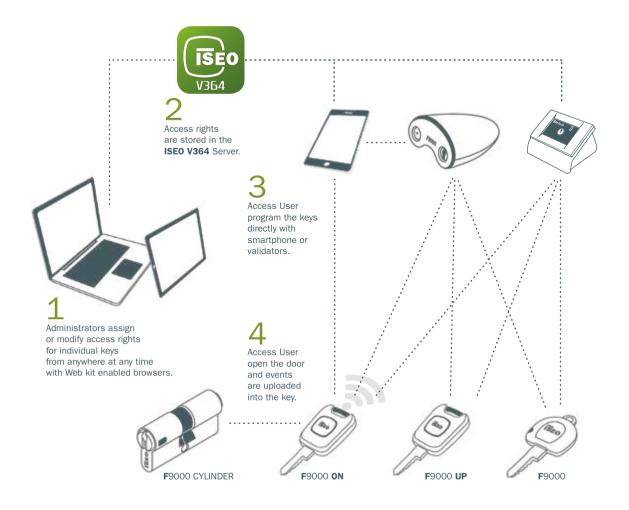
Mobility has changed, and continues to change, the way that organizations operate, and as a consequence, how their employees work.

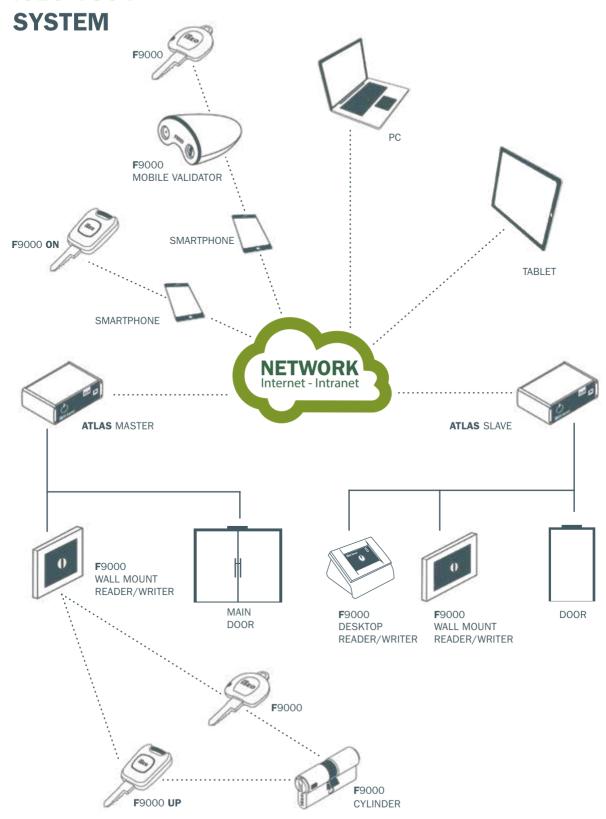
Organizations must adopt innovative technologies to support this evolution, especially regarding access to physical assets.



Mobile and portable devices, deliver vastly improved productivity and yield drastically reduced total cost of ownership as reduces security risk and eliminates the potential huge cost and inconvenience of replacing all locks and keys.

(The total cost of ownership includes total cost of acquisition and operating costs and represent the total lifecycle cost).





Technical **Features**





SYSTEM ARCHITECTURE

- □ BUILT-IN WEB SERVER PLATFORM into solid state Atlas Master controller.
- □ LINUX OPERATING SYSTEM assuring stability and greater security from external threats or virus attacks.
- □ PRE-CONFIGURED APPLIANCE allowing the system up and running in minutes.
- ☐ Managed across MULTIPLE OPERATING SYSTEMS SUPPORTING WEBKIT POWERED BROWSERS (Google Chrome, Apple Safari, Microsoft Edge) and with V364 mobile application (for iOS and Android).
- □ **USER-FRIENDLY** interface:
 - modern look and feel;
 - minimal training required to operate the system;
 - system configuration easy for installers as Atlas is preconfigured and IP network ready;
 - very simple functions to set access RIGHTS.
- ☐ MULTIPLE CONFIGURATIONS supporting several memory partitions:
 - up to 4.000 doors and 5.000 Access users on Atlas;
 - for bigger dimensions the configurations will be designed upon customer requirements.
- □ **HIGHLY SCALABLE ARCHITECTURE** supporting Single or Multi-site installations connected over standard IP technology with several Atlas Slaves.
- □ NO LIMITS ON THE NUMBER OF SLAVE CONTROLLERS as each Atlas controller has an IP network address.
- □ TOLERANT TO IP NETWORK FAILURE: the slave can continue to work with the last information received from the master.
- □ ONLINE AND OFFLINE LOCK MANAGEMENT allowing:
 - Remote disabling of credentials (with validation or black list);
 - · Remote collection of audit trails and battery status.
- ☐ CUSTOMIZABLE F9000 CREDENTIAL data layout.
- □ **DEVICES SOFTWARE UPGRADABLE** on the field.
- □ **DISASTER RECOVERY**: the database of Atlas Master is held in a microSD; just move the microSD in case of failure of the controller and the system will recover with the latest backup.
- □ **INTEGRATION** into Building Management Systems via web services with SOAP (Simple Object Access Protocol) over HTTP technology.

LOGIN

- \square Login with administrator ID and password.
- ☐ Multiple administrators concurrent login sessions: up to 64 system administrators at same time.
- ☐ Multi-language support selected by individual system administrator login.
- ☐ Automatic session logout after a configurable period of inactivity.

ACCESS USER MANAGEMENT

ACCESS USERS

- ☐ Add, edit, import access users.
- □ Add, edit import access user personal information up to 10 customizable fields.
- ☐ Search, view and export access users.
- ☐ Assign access rights, validity, time schedules and validation.
- ☐ Enroll access users with credential UID: define access permissions and type the credential UID. The access user will program the credential at the validator.
- □ Print receipt form for credential hand out and hand in.
- ☐ View credential status.
- □ Display the "potential risk" associated with lost keys allowing the security manger to take appropriate decisions.
- ☐ View credential history.
- ☐ View access history.
- ☐ Manage credential lifecycle (revoke, replace, suspend, reinstate, rescind, delete).



ROLES

□ ROLE-BASED ACCESS CONTROL: access permissions are based on the roles that individual users have as a part of an organization without having to configure each Access User key individually.

Roles includes the concept of Door Groups and Access User Groups. Roles are defined in the software defining for each of them the associated doors. If changes are made on Roles, the system will generate tasks "to update" for each key automatically.

TIME SCHEDULES

☐ **TIME SCHEDULES:** each Access User or Role can have up to 6 time schedules each with 6 weekly selectable time intervals.

DOOR ZONES

□ **DOOR ZONES** are an aggregation of doors belonging to a geographical area used to simplify the administration in locking systems with many doors. Access can be given to a Door Zone in the same way as to a single door. Door Zones are optional feature and can be defined during planning of the system.

EVENTS

- □ DOOR EVENTS: Collect, view and export key and cylinder latest events showing when individual doors were accessed and by whom. Events can be automatically collected from user keys during Validation.
- □ SYSTEM ADMINISTRATORS TRANSACTIONS: shows all the operation made by the system administrators.

SYSTEM ADMINISTRATORS AUTHORIZATIONS

- ☐ System Administrator Authorizations define the functions system each administrator is allowed to perform. Each system administrator see only the functions needed.
- ☐ System Administrator Authorizations can be customized.

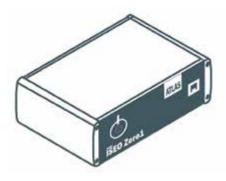
VALIDATION: KEY UPDATE AND EVENTS UPLOAD

- ☐ The validation operation ensures that keys are refreshed at certain time intervals with the smartphone or with the online validator to remain active. Once validated the key stays active for the specified validation period configurable for each key in days, hours, or minutes and after becomes inactive and needs to be revalidated. For sensitive doors it is possible to restrict the validation period in order to keep an higher security.
- During validation operation it is possible to update the access authorizations the time schedules, extend or reduce the validity and change the validation period.
- ☐ The key records an event at every opening with date and time. During the validation operation the events are collected to the V364 software database.

PLANT PARTITIONS

□ A Plant Partition is a logical group of doors within a plant managed by the administrators entitled for that specific part of the locking system. Partition administrators see only a specific part of the plant with the associated entities (Doors, Roles, Time Schedules, Access Users, Door Zones).

Technical **Features**



ATLAS CONTROLLER

V364 is based on the Atlas Master controller with embedded web server technology which allows the system up and running in minutes as it is not necessary to install any software.

The ATLAS controller contains all the off-line and on-line devices, credential database and manages the credential creation, update and validation by mean of the F9000 key validators.

THE ATLAS CONTROLLER IS CONNECTED TO:

- ☐ the F9000 validators through the RS485 connections;
- \square other ATLAS through an Ethernet connection.

Several ATLAS in Slave mode can be used in the same installation to manage more validators geographically distributed.

F9000 PROGRAMMING DEVICES

The keys can be updated and validated locally with F9000 Validators connect to Atlas or remotely with the V364 Mobile APP (for F9000 ON) or with the Mobile Validator. Any validation allow the collection of audit trails, updating key's access rights and Time schedules.

F9000 READER/WRITER DEVICES (VALIDATORS)

The F9000 Reader/Writer devices (validators) are connected to the ATLAS offline sever in order to create, validate and update the F9000 keys. The validators/ Readers are available in different models in oder to answer to the customer installation need:

- □ DESKTOP
 - desktop box Vimar Idea.
- ☐ FRAME MOUNTING "503"
 - compatible with Vimar Idea frames;
 - compatible with "503" box.
- ☐ FRAME MOUNTING GIRA
 - compatible with Gira frames and boxes.
- □ WALL MOUNTING IP55
 - Vimar IP55 plastic box with protective flip.







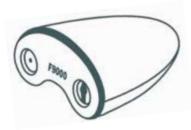
FRAME MOUNTING "503"

FRAME MOUNTING GIRA



V364 MOBILE APP

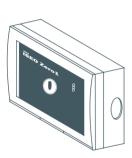
The V364 APP is free and runs in any Bluetooth Smart Ready smartphone with iOS or Android and allows the employees to use their own phones to update the F9000 ON key. In addition the V364 connects to of the F9000 Mobile Validator for programming F9000 UP and F9000 V2 keys.



F9000 MOBILE VALIDATOR

The F9000 Mobile Validator is portable device with rechargeable battery that allows the remote programming of the F9000 keys.

The F9000 Mobile Validator communicates to the smartphone with Bluetooth Smart. The smartphone makes a data connection to the ISEO Atlas Master.



WALL MOUNTING IP55



F9000 **CYLINDER**

- ☐ Vertical paracentric mechanic/electronic profile.
- □ 6 mechanical pins.
- □ Data and energy transmission with no electric contact.
- ☐ Last 1000 events are kept in the cylinder.
- ☐ Opening time: less than 80 milliseconds.
- ☐ EN15684:2012 "16B4FF32" classification.
- ☐ Cylinder version in compliance to ATEX directive available ATEX Ex II 2 G Ex ib IIB T4 (zone 1) (on request) use in potentially explosive areas.
 - II = Equipment Group II usable on surface.
 - 2 = Level of protection 2 High level.
 - G = Type of explosive atmosphere: gas vapors.
 - Ex = Explosion protections.
 - ib = Intrinsic safety of the product (EN 60079-11).
 - IIB = Group of gas (Ethylene).
 - T4 = Temperature class ≤ 135°.
- □ Operating temperature: -20°C/+70°C (ATEX -20°C/+50°C).
- ☐ Storage temperature: -20°C/+70°C.
- ☐ Humidity: max 93% without condensation.
- □ IP66 (International Protection Marking) = no ingress of dust and protection against powerful water jets from any direction.
- ☐ Storage of 120000 keys in black list.



F9000 KEYS

FEATURES	F9000 ON	F9000 UP	PROGRAMMER KEY	EMERGENCY KEY
Mechatronic Unique not duplicable with programmable access rights compatible with ISEO CSF mechanical cylinder F9, or (with a different product code) compatible with F900	Y	Y	Y	Y
Contactless Data and energy transmission without electric contacts	Y	Y	Y	Y
Bluetooth Smart connectivity User can update access rights with own smartphone	Y		Y	
Mechanical key like user experience Opening time similar to a pure mechanical key cylinder: key authentication in < 80mS (no delay due to electronics)	Y	Y		Y
Battery life at 20°C with 10 openings per day	up to 5 years	up to 10 years	up to 5 years	over 5 years
Battery type	CR2450 Lithium	CR2450 Lithium	CR2450 Lithium	CR2450 Lithium
Battery status visible on the key	Y	Y	Y	Y
Real Time Clock inside the key continue to work up to 5 minutes while battery change	Y	Y	Υ	N
LED Red and Green for quick identification for access	Y	Y	Y	Y
Acoustic buzzer	option	option	N	N
All Weather Protection IP Code, International Protection Marking, IEC standard 60529	IP65	IP65	IP65	IP65
Impact Protection IK Code, Protection against external mechanical impacts, IEC standard 62262	IK08	IK08	IK08	IK08
Explosion prone areas usage Key version in compliance with ATEX 2014/34/UE directive (Classification Ex II 2 G Ex ib IIB T4)	option	option	option	option
Combination with RFID technology Space for RFID tag with diameter of 22 mm embedded in the key cover	Y	Y	Υ	Y
Mechanical features Nickel Silver key with Paracentric key profile and 12 mm long neck suitable for cylinder protectors	Y	Y	Y	Y
Operating temperature range	-20°C +70°C / -20°C +50°C ATEX			
Storage temperature range	-20°C +70°C / -20°C +50°C ATEX			
Humidity	max 93% without condensation			
EN 15684:2012 "16B4FF32" Classification	Y	Y		Y
Customer defined time validity	Y	Y		unlimited
Maximum number of keys in the V364 system	120000			
Maximum number of cylinders in the system	4000 (for V364) - 65536 (for V364 VAR integration platform)			
V364 Standard keys Data Layout □ Events stored the key □ Cylinders stored in the key □ Time Schedules stored in the key (Customized key data layout can be designed upon request)	1000 4000 6 with 6 time intervals each	1000 4000 6 with 6 time intervals each	1000 - -	- 4000 -
Maximum number of keys black listed in the cylinder	120000			



ISEO IS A GROUP WITH SIGNIFICANT INTERNATIONAL PRESENCE. IT IS AN ALTERNATIVE TO BRANDS OWNED BY LARGE FINANCIAL HOLDINGS.

A TEAM OF COMPANIES, EACH WITH THEIR OWN MANAGEMENT, AREA OF SPECIALISATION, ENTREPRENEURIAL SKILLS AND PRODUCTION PLANTS, WHICH WORK TOGETHER IN SYNERGY TO OFFER THE CLIENT THE BEST POSSIBLE PRODUCTS AND SERVICE QUALITY.

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