



User Guide

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Program Installation Instructions

If purchased CD:

1. Place program CD into the computer and select the "Install Training Program" option in the CD autorun menu
2. Follow the installation instructions given in the setup menus
3. Use the shortcut placed in the Start – All Programs menu or on the desktop to access the program
4. Use the shortcuts placed in the Start – All Programs menu to access the instructor's materials included with the program

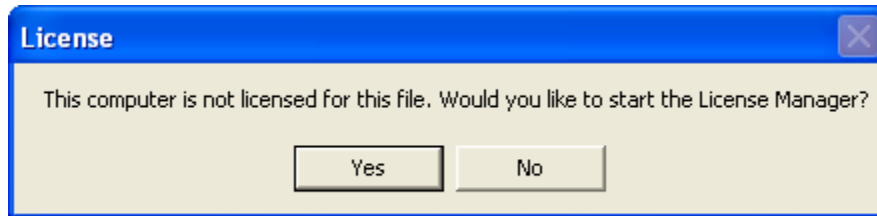
If downloaded the program from our website:

1. Double click on the setup file and follow the instructions given in the setup menus
2. Use the shortcut placed in the Start – All Programs menu or on the desktop to access the program
3. Use the shortcuts placed in the Start – All Programs menu to access the instructor's materials files included with the program



Program Registration Instructions

1. Upon opening the file for the first time, you will be asked to start the License Manager. Select "yes" and the ETS license manager will appear.



2. Copy the "site code" given by the license manager (Highlight the code, and click Control-C). This code will be pasted in our registration form (see step 4).





3. Find the product serial number.
 - a) If you purchased a CD this number will be on the outside of the CD case
 - b) If you downloaded the program it will be sent to you via email

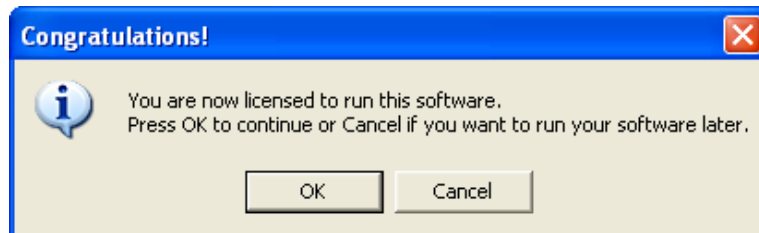
4. Using the information collect in Steps 2 & 3 you can register your program using one of the following methods
 - a) Go to www.etsrescue.com/register.htm and fill out the registration form with the site code and serial number to receive your site key (registration code) via email. This is the quickest and easiest method of registration.
 - b) Call Emergency Training Solutions, LLC at 1-877-644-4408 x82 and provide the staff member with the information and your registration will be issued over the phone

5. Upon receiving your site key enter it into the license manager box and click on "Validate"

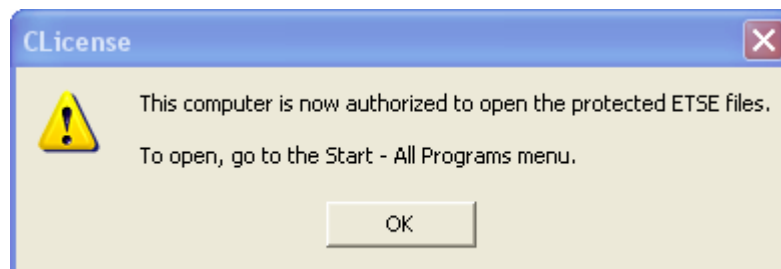




6. After the program has been validated the following box will appear. Click "OK" to move to the next screen.



7. When this box appears the registration process is complete. Click the "OK" button to finish. The program will now be accessible through the shortcut on your desktop and the shortcut in the Start – All Programs menu.





Using the PowerPoint Presentation

General Information

Although the presentation is a standard PowerPoint file, the licensing process does create a layer of protection which disables certain functions. It does not allow the presentation file to be opened directly through PowerPoint. If you attempt to open it through PowerPoint you will get an error that "PowerPoint cannot open the type of file represented by....".

The training presentation cannot be opened directly through PowerPoint. You must use the shortcuts on the desktop or the Start – All Programs menu. ETS programs will not open if you have PowerPoint running when you click on the shortcut.

To access the file you must use the shortcut that was placed on your desktop during the installation process or access it through the Start – All Programs menu.



The first time you open the presentation it will require that it be licensed to the computer. Follow the instructions in the previous section for the registration process.

Compatible PowerPoint Versions

Many of the animations used in our programs are not compatible with PowerPoint 2000 or older versions which can cause conflicts. ETS programs are designed to default to the embedded PowerPoint viewer if the computer is not running PowerPoint XP/2002 or 2003. To make modifications to the file you will need to use either of those two versions.

The training programs will only open in PP XP/2002 or PP 2003. All other versions will default to the embedded PP viewer. Modifications can only be made with PP XP/2002 and PP 2003.

The next version of PowerPoint is due to be released in early 2007. ETS will offer free updates of our training programs once we have finished testing with the new PowerPoint version for compatibility. These updates will be available to current customers to download from our website.



Disabled Functions

Although our programs remain editable by the end user, the licensing features of our programs disable certain functions that would present a security risk. The following functions have been disabled:

- 1) Save As Commands
- 2) PowerPoint Addins
- 3) Copy Commands

You will still have access to other editing features of PowerPoint if you wish to make minor modifications to the programs such as inserting your own pictures and slides to make it more specific to your department or organization. Please review the [licensing agreement](#) for information on the extent of the modifications permissible by Emergency Training Solutions, LLC.

Creating Multiple Versions of the Presentation

It is possible to make multiple versions of the same file to train different groups of students. For example, it is possible to modify our Hazmat Awareness program to use as a refresher class and retain the original version for teaching new students.

You can make an unlimited amount of versions of our programs; however, they will only be able to operate on the computer that the original file was loaded and licensed on. If you want to utilize them on another machine you will be required to go through the [license transfer process](#).

To copy our program, complete the following:

1. Locate the file where the presentation was originally installed. The default location is C:\Program Files\Emergency Training Solutions\ETS_DATA_FILES
2. In the ETS_DATA_FILES folder open the folder that corresponds with the program you want to make the copies of.
3. Highlight the .ETSE file, right click on the file and select **"Copy"**
4. Move the cursor off the file and to a blank spot in the explorer screen right click and select **"Paste"**. This will create an exact copy of the original file.
5. Rename the file by right clicking on the file and selecting **"Rename"**. Type in the name you wish to change it to.



6. Double click on the duplicated file to open and then make the modifications you want.
7. It is recommended that you create a shortcut for this new file as it will not appear with the shortcut for the original file. This can be done by right clicking on the file and selecting **"Send To"** and then **"Desktop (Create Shortcut)"**

The duplicated files must remain in the same folder as the original otherwise they will not function. If you want to use these files on another computer you have to follow the [Transfer License](#) procedure. Once the original program is loaded on the new computer you will have to manually transfer the duplicate files into the same folder on the new computer.

Please note that the [Transfer Modified PowerPoint Utility](#) provided by ETS will only transfer the original PowerPoint file. It will not transfer any duplicated ones.

Running the Slide Show

To run the presentation in a slide show format:

1. From the "View" toolbar select "Slide Show" from the drop down menu.
2. To advance the animations and slides use the down arrow key on the keyboard, or use the left mouse button.



Accessing the Instructor's Materials

All of the Instructor's Materials can be accessed through the Start – All Programs menu.



The link will open up the Instructor's Materials folder in Windows Explorer and you will have access to all of the folders containing additional materials. Each folder is labeled as to its contents for ease of navigation.

Instructor's Materials include the Instructor Guide, Student Handout and other supplemental courseware such as tests, handouts, etc.



Printing Instructor's Guide and Student Handouts

Emergency Training Solutions, LLC provides a PDF copy of the Instructor's Guide and Student Handouts in the Instructor's materials folder. These can be accessed through the Start – All Programs menu. It is recommended that you utilize these files to print these items unless you make changes to the presentation. For your convenience they are provided as both color and black & white versions and are set up to be printed double sided.

Print the Instructor's Guide and Student Handouts from the PDF files located in the Instructor's Materials folder unless you have made changes to the presentation

If changes are made to the presentation that you want to have included in the Instructor's Guide and Student Handouts, print directly from PowerPoint 2002/XP or 2003. Following are the printing instructions:

Student Handouts:

1. Open program, select "**file**" menu and "**print**"
2. Select "**handouts**" in the drop down menu of the "**print what**" section.
3. Make sure the "**print hidden slides**" is unchecked. If it is checked, a duplicate slide may appear more than once in the handouts view.
4. If you wish to give your students the space to take notes, select "**3**" slides per page to allow room for lines.
5. Click the "**OK**" button to print.

Instructor's Notes:

1. Open program, select "**file**" menu and "**print**"
2. Select "**notes**" in the drop down menu of the "**print what**" section.
3. Make sure the "**print hidden slides**" is checked so that you print all the notes. Some slides require multiple pages of notes and are designed to be hidden from view during the presentation to prevent the same slide being displayed more than once.
4. Click on the "**OK**" button to print.

The secured PowerPoint program allows you to print to any local or network printer. PDF printing, however, will not function because of the security restrictions placed on add-in programs. If you need to send a modified file to a printer we have set up an FTP site where you can upload the PowerPoint file and we will produce a PDF file for you to download at no charge.



License Transfer Instructions

1. Install the program on the new computer.
2. Select the "Transfer Program License" option in the program shortcut menu in the Start – All Programs menu of the new computer.



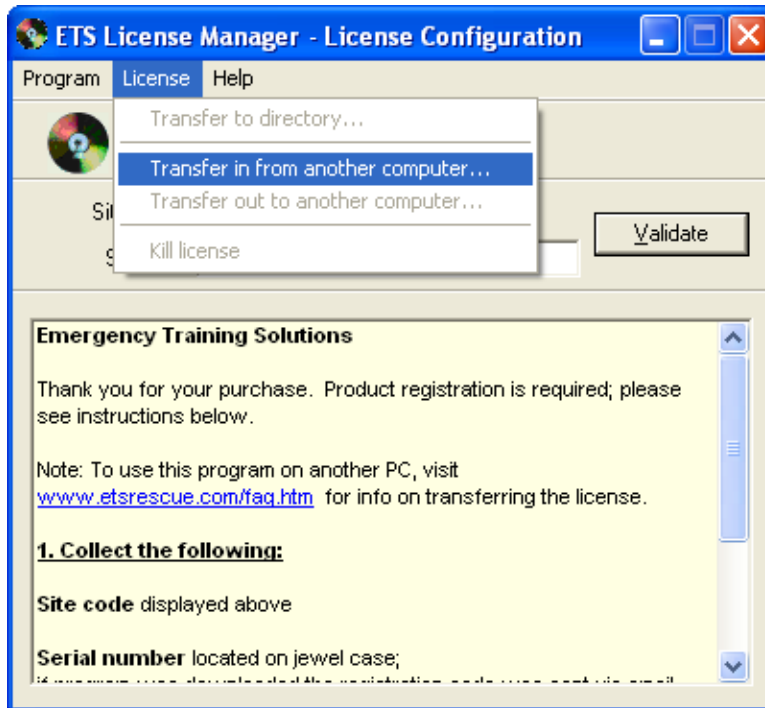
3. The following box will appear



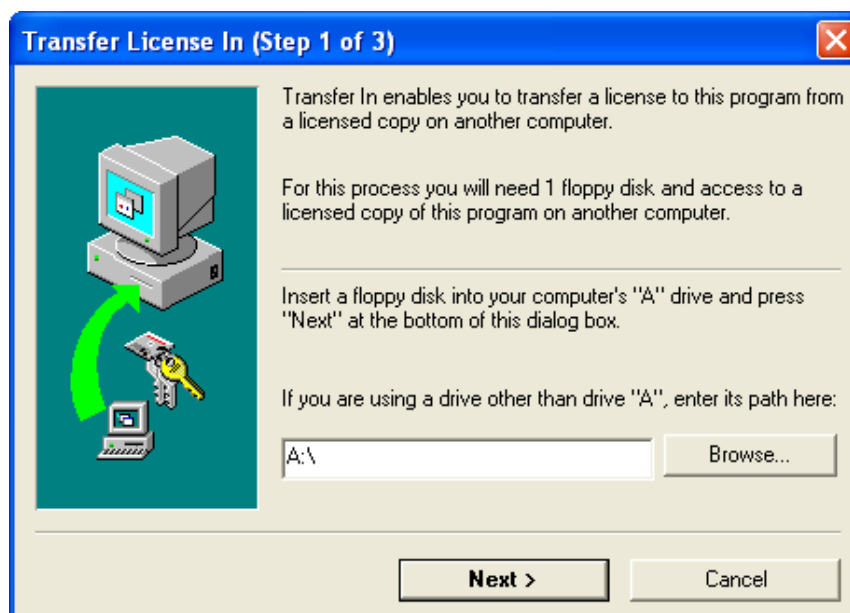
4. Hit Enter and the license manager screen will appear.



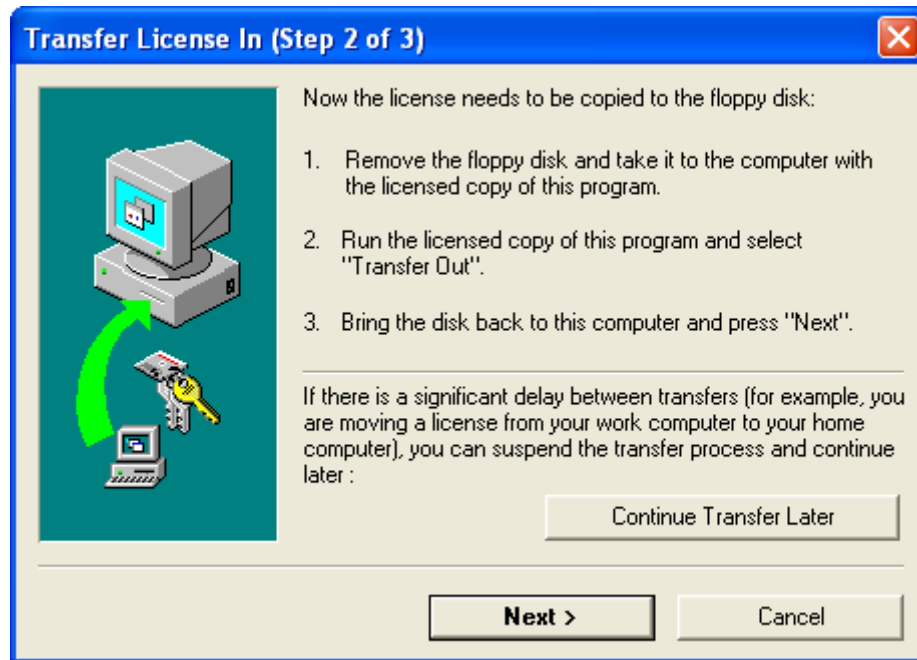
5. Select "License" and "Transfer in from another computer"



6. This opens up the utility that will transfer the license. You can either use a floppy disk or a USB drive. Use the browse button to direct the transfer process to the drive of your choice and click "Next". This will prep the disk or USB drive to accept the license from the other computer.



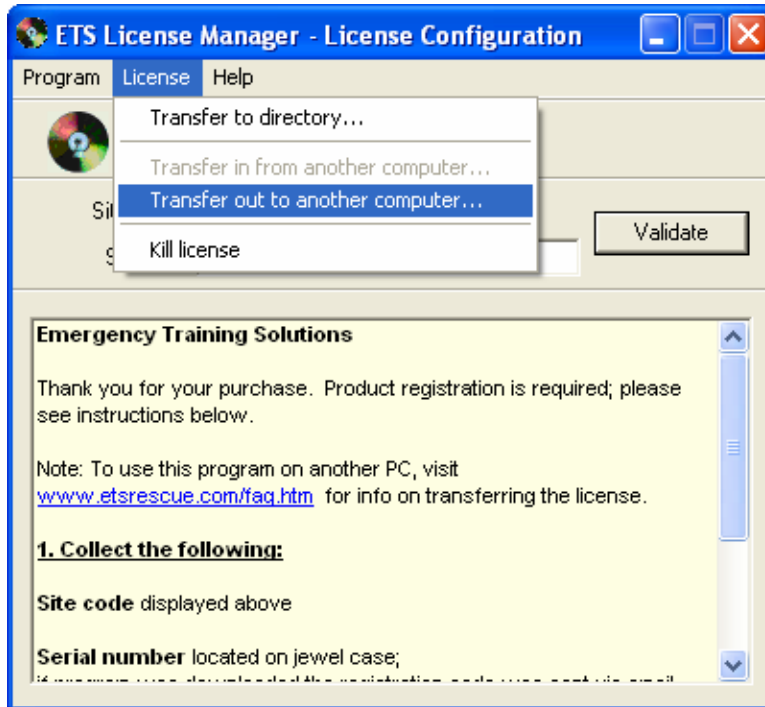
7. After you click "Next" the following screen will appear. Follow the instructions outlined here and remove the floppy or USB drive and take it to the computer the licensed program was originally installed on.



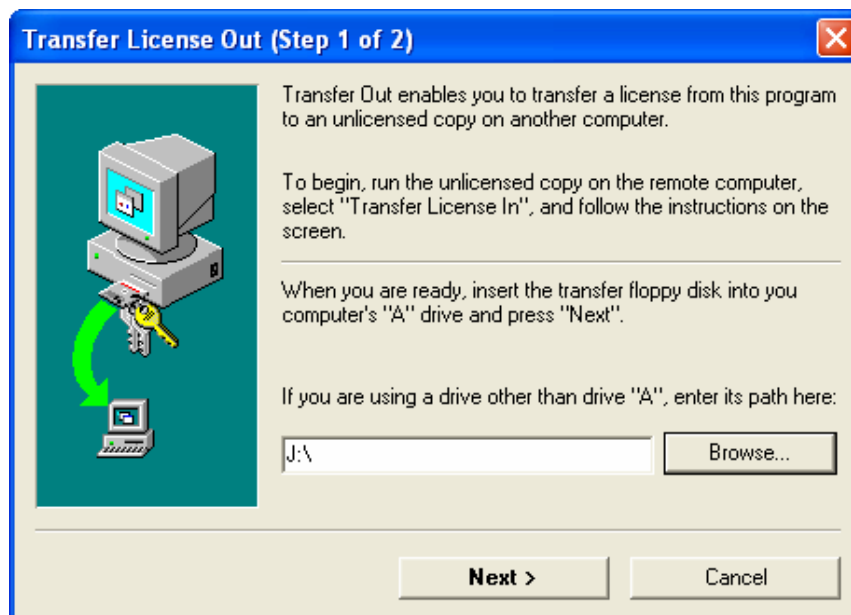
8. On the old computer select the "Transfer Program License" option in the program shortcut menu in the Start – All Programs menu



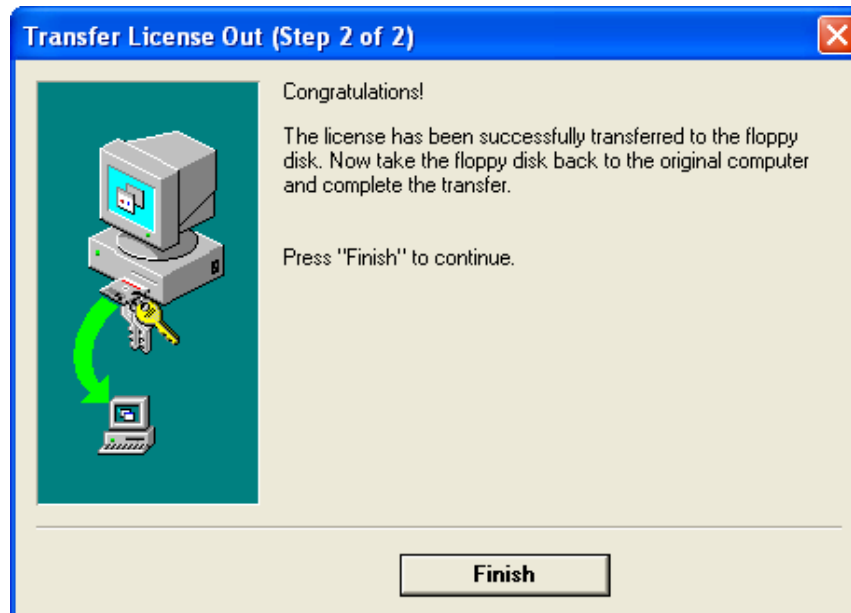
9. When the license manager box appears hit enter and then select "license" and "transfer out to another computer"



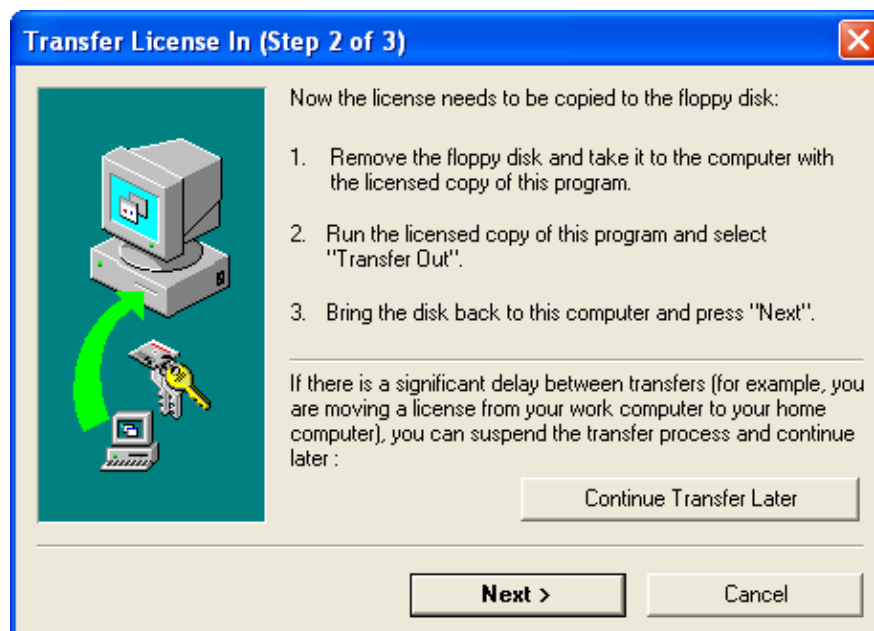
10. The following box will appear. Make sure the floppy or USB drive that you setup on the new computer is in the drive and use the browse button to select the appropriate location. Click on the "Next" button to transfer the license.



11. The congratulations screen will appear to let you know that the license has been transferred to the floppy disk or USB drive. Click "Finish" and close out the license manager screen.



12. Return back to the new computer insert the floppy or USB key and finish the process by clicking "Next".



13. A congratulations screen will appear to let you know that you were successful. The program is now available for use on the new computer.

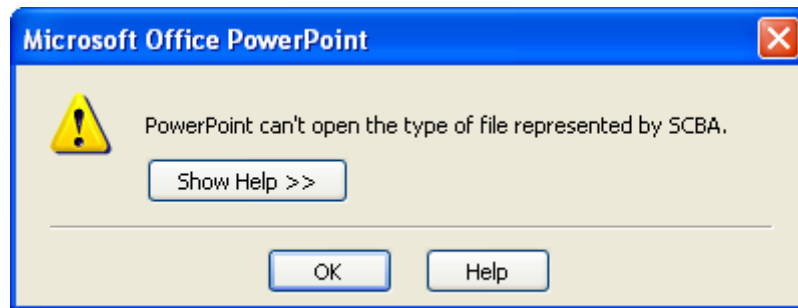


If you need to transfer the program from one computer to another on a regular basis you may find that using our USB key licensing system may be more appropriate for your needs. Simply load the program onto the new computer and insert the USB key to activate and use the program. Once the key is removed the program will not function. Please contact us for pricing information on the USB key licensing system.

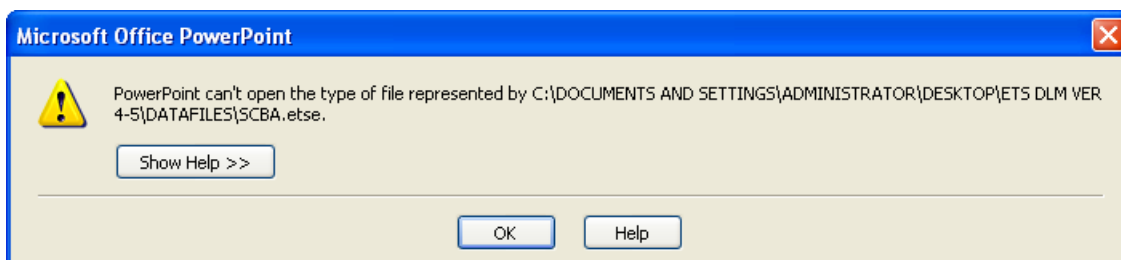


Common Error Messages

1. "PowerPoint can't open the type of file represented by"



OR



ETS protects its PowerPoint files against unauthorized copying by encrypting them. You can only access these files through one of three ways.

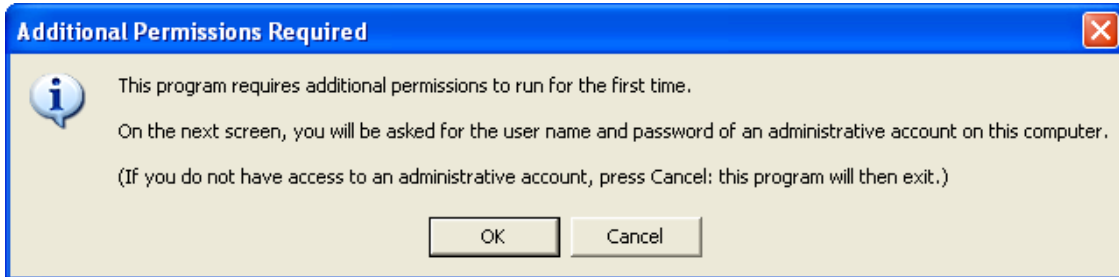
1. Shortcut on Desktop
2. Shortcut in the Start – All Programs menu
3. Clicking directly on the file through Windows Explorer

When you access the file through these methods it allows the license software to open PowerPoint and access the file. Typically this error occurs when you try to open the presentation through PowerPoint instead of the shortcuts provided or when you have PowerPoint already open and you try to use the shortcuts.

SOLUTION - Close any open instances of PowerPoint and attempt to open the file again using the shortcuts provided.



2. This program requires additional permissions to run for the first time.



The ETS licensing system requires that the person who is installing the program has administrator level access to the computer.

SOLUTION – You will need to either obtain the user name and password to an administrative account on the computer or have someone with administrative level access install the program for you.



General Questions:

1. What is included with my purchase?

- Each of our products contains the following:
 - A complete lesson plan/presentation designed in PowerPoint 2003
 - Instructor's Guide in Adobe Acrobat format (PDF)
 - Student Handouts in Adobe Acrobat format (PDF)
 - Additional materials specific to the topic may be included – please reference product descriptions for information.
 - Adobe Acrobat Reader
 - Microsoft PowerPoint viewer

2. Can your programs be used for a self study program?

- All of the training programs developed by Emergency Training Solutions, LLC are designed to be utilized by instructor's to train students in a classroom type environment. The information contained in our lesson plans, however, can be a valuable asset to someone who is studying individual training topics.

3. Does Emergency Training Solutions, LLC provide certification for completion of the programs?

- Emergency Training Solutions, LLC does not provide certification for completion of our training programs. It is the responsibility of the entity conducting the training to provide certification. Our lesson plans are designed to be compliant with applicable standards such as those set forth by OSHA and NFPA which would allow the training entity to provide their own certification.

4. Do your programs work on a Mac?

- No, ETS programs only work on Windows based systems.



Billing and Shipping:

1. What payment forms are accepted?

- Emergency Training Solutions, LLC accepts several types of payments including purchase orders, credit cards, money orders and personal checks. All prices are listed in US currency.
- Fire departments and other organizations may place orders on a net 30 day basis. When using this method, simply choose the purchase order option on the checkout page and complete the necessary information. Please include the purchase order number in the box indicated and fax a completed copy of the purchase order to (860) 485-0169.
- ETS also accepts Visa, Master Card and American Express, money orders, bank checks and personal checks. Orders will be sent upon receipt of money orders, bank checks, credit card information or purchase order. Personal checks must clear prior to our shipping the order. All customers paying with a credit card or have prepaid will be issued a permanent license. Customers using our net 30 day payment plan will be issued a 60 day temporary license which will be upgraded upon receipt of payment.

2. What is our return policy?

- Emergency Training Solutions, LLC firmly believes in ensuring our customers are completely satisfied with their purchases. We offer a 30 day money back guarantee if for any reason any of our programs do not meet your needs. Simply return the product to us for a full refund of your purchase price (shipping charges excluded). If it has already been registered you will be required to email the file from the license manager showing that it has been disabled. For any other problems or questions regarding our products please contact us at 1-877-644-4408 or via email at info@etsrescue.com

3. How are payments from tax-exempt organizations handled?

- Orders placed from outside Connecticut are not charged sales tax.
- All Connecticut organizations that want to use their tax-exempt status must fax proof to (860) 485-0169 or mail it to us. Tax will be added to the invoice if proof of exempt status is not received. In addition, in accordance with state law, payment must be in the form of a check or credit card in the organization's name in order to be granted tax exempt status.



4. I am ordering for a Connecticut-based tax-exempt organization, why does my online invoice include sales tax?

- The shopping cart is set up to charge Connecticut sales tax to all orders placed by Connecticut residents and organizations. If you are entitled to be exempt from sales tax, please fax your proof or tax-exempt status to ETS at (860) 485-0169 or mail it to us immediately. You will be sent an updated invoice with the sales tax removed.
- If you do not fax or mail us this information, you will be responsible for the tax. As noted above, only payments made with a credit card or check in the name of the organization will be accepted if you wish to use its tax-exempt status.

5. How is my order shipped?

- Emergency Training Solutions, LLC ships orders via FedEx Ground or Express, both of which require a physical address to ship to. FedEx cannot deliver to PO boxes.
- Our programs are also available via download. We recommend that if you choose the download method that you have access to a high speed internet connection, as the size of the installation package is quite large.

6. How long does it usually take for my order to ship?

- Orders placed with Emergency Training Solutions, LLC ship out the same or next business day. In the rare instance that an item is backordered you will be notified.



PowerPoint FAQs:

1. What is PowerPoint and how can it help my department?

- PowerPoint is a powerful multimedia program designed by Microsoft. By utilizing the flexibility of modern technology, it can dramatically improve the delivery of your training programs with the use of graphics, animation, and sound. For years, PowerPoint has been used extensively for training and presentations in the corporate sector. It has recently begun to have a wider impact on the training for the fire service and other public sector organizations.
- One of the main benefits is the flexibility which is not found in "canned" training programs such as videos and overhead transparencies. These static types of training materials can quickly become outdated and necessitate spending hundreds or even thousands of dollars to replace them. However, PowerPoint based presentations can easily be updated to reflect new information as it becomes available, thereby saving money.
- PowerPoint based training curriculums also allow for a level of customization that is not possible with videos and other training materials. With a minimal amount of effort, our programs can be modified according to your individual needs. Pictures of buildings, target hazards and other department specific items and descriptions can easily be added to our existing programs.

2. What are my options for displaying our lesson plans?

- PowerPoint is relatively simple to use and provides the instructor with more options than curriculums based on slides or overhead transparencies. It does, however, allow for the lesson plans to be "converted" into these formats if you do not have access to a computer in the location you will be instructing in.
- If you have access to a computer in the classroom area, there are several display options. The first method requires a projector that is hooked up to your computer and projects the image onto a screen in the same manner as a slide projector. An advantage to this method is that it can also be hooked up to VCR and used to show videos in a large screen format, perfect for larger audiences. (Projector must have a video input for this feature).
- The second method uses a PC to TV converter which allows the program to be displayed on a TV screen. These items can be purchased online or at your local office supply store.
- If you do not have access to a computer when teaching, the slides can be printed onto overhead transparencies for use with a projector. This method, however, does limit the advantage of using PowerPoint and can be costly when there are a significant number of slides to print.



3. What do I need to run your PowerPoint based training programs?

- There are two options to view the slide presentations. If you have access to Microsoft PowerPoint versions 2002/XP or 2003, you can view and customize which slides you want included in your training program.
- If PowerPoint is not available, our CDs come with a PowerPoint viewer software package, which will allow you to view the presentation or print it onto transparencies. This option does not allow you to modify the slides, print student handouts or the instructor's notes.
- All presentations come with the instructor's guide and student handouts in Adobe Acrobat (PDF) format so that our customers using the PowerPoint viewer software can view and print them. A copy of Acrobat Reader is included with each CD.
- It is strongly recommended that you purchase a copy of PowerPoint in order to fully utilize the program. The software can be purchased from a variety of online retailers or office supply stores for approximately \$200. It is also included in Microsoft Office business software packages. Our programs can only be opened and modified in PowerPoint XP/2002 and 2003. It will automatically open in PowerPoint viewer if you are using an older version.



Installing ETS Programs:

1. How do I install your training programs?

- If you purchased the CD version of the program, simply place the CD into the computer and the Program autorun menu will appear. Choose the Install Program option and follow the instructions.
- If you received the program via download, simply double click on the installation file and follow the instructions.
- Please see [program installation instructions](#) for more information.

2. Do I need administrator rights to install the training program?

- Yes, to install our programs the licensing module requires that you have administrator rights to the computer. If you do not have administrator level access to the computer you must have the appropriate individual perform the installation.



Registering ETS Programs:

1. Why do I have to register your programs?

- In order to prevent unauthorized copying and distribution of our PowerPoint training programs we have instituted security measures that require activation of the program prior to using it.

2. How do I register your programs?

- Registration and activation of our programs is a simple process. The first time you access the presentation (through the shortcut on your desktop or in the Start – All Programs menu) you will be prompted to register it on the computer.
- The ETS license manager will appear on your screen and display a site code. You will also need the product serial number which is located on the back of the CD jewel case. If you downloaded the program the serial number will be emailed.
- To register your product simply go to www.etsrescue.com/register.htm and complete the form. You will receive your site key via email.
- For detailed step-by-step instructions please see the [program registration section](#).

3. Does ETS offer a server license?

- Yes, ETS does offer a server license for use on a network. Please contact us at 1-877-644-4408 or via email at info@etsrescue.com for more information and pricing information.

4. I installed my Site Key into the License Manager, why does it say that it is only a 60-day license?

- Customers who pay via credit card or prepay their orders are automatically issued an permanent license. Customers who requested to be billed under our Net 30 day billing procedure will get a 60-day license.
- If payment is not received within 60 days the program will cease to function. Upon receipt of payment we will contact you via email to ask for your site code. We will then email you the site key with a permanent license.



5. I registered my program and received a Site Key that I have entered. The program worked for awhile and then stopped. Why does the license manager now say that my computer is not licensed for this file?

- If we have not received your payment within the 60 day window, the program will cease to function.
- Customers who pay by credit card or prepay their orders are automatically issued an unlimited license. Customers who requested to be billed under our Net 30 day billing procedure will get a 60 day license.
- This process is meant to ensure that we receive payment otherwise the program will cease to function. Upon receipt of payment we will contact you via email to ask for your site code. We will then email you the site key with a permanent license.

6. How do I reinstall the program after reformatting my computer?

- If you need to reinstall the program you will need to re-register the software. Simply follow the same registration process to be issued a new site key. In the description box please explain your need for a reissue of the license.

7. My computer crashed and I lost all of my programs. Can I reinstall your software using my original site key?

- No, if you need to reinstall the program you will need to re-register the software. Simply follow the same registration process to be issued a new site key. In the description box please explain your need for a reissue of the license.



Accessing and Using ETS Programs:

1. How do I access the PowerPoint program and Instructor's Materials which were installed on my computer?

- During the installation process shortcuts are created in the Start -> All Programs menu under "Emergency Training Solutions" that allow for access to the program and all of its associated files, including instructor's materials. During the installation, there is also an option to place a shortcut for the PowerPoint file on the desktop.

2. Why can't I open the program directly through PowerPoint?

- ETS protects its PowerPoint files against unauthorized copying by encrypting them. You will get an error when you try to open the presentation through PowerPoint instead of using the shortcuts provided. ETS programs should be accessed via the shortcut on the desktop, the shortcut in the Start-All Programs-Emergency Training Solutions menu, or by clicking directly on the file in Windows Explorer.

3. Why has the "Save As" option been disabled on the PowerPoint program?

- In order to protect our files from illegal distribution, users must license each PowerPoint based programs. The "Save As" feature has been disabled to prevent multiple copies from being created and distributed. Any changes you make to customize the lesson can be saved with PowerPoint's "save" command.

4. Why has several of the toolbar options in the PowerPoint menu been disabled?

- In order to protect our files and pictures/graphics from illegal distribution, several features that would allow someone to circumvent this protection have been disabled. These include the "Save As" and "copy" commands. You still have the ability to make modifications to the program to customize it to your organization and save those changes. The "Save" command still functions properly.

5. Why can't I print to PDF from PowerPoint?

- The encryption license does not allow most plugins, including Adobe, to function because of the security risk involved. ETS, however, recognizes the need for our customers to be able to print revised instructor's guides or student handouts PDF in the event that changes are made to the presentation. We have set up a FTP page on our website to allow you to upload your modified file to our server so that we can create the PDF file at no extra charge. You will be sent a link to download your completed PDF file once it is complete. For more information, call 1-877-644-4408 or email info@etsrescue.com.



6. I have PowerPoint installed on my computer why does the program always open in PowerPoint viewer?

- Many of the animations used in our programs are not compatible with PowerPoint 2000 or older which causes conflicts. ETS programs are designed to default to PowerPoint viewer if the computer does not have PowerPoint XP/2002 or 2003. To make modifications to the file you will need to use either of those two versions.
- The next version of PowerPoint is due to be released in early 2007. ETS will offer free updates of our training programs once we have finished testing with the new PowerPoint version for compatibility. These updates will be available to current customers to download from our website.

7. Do I need to have PowerPoint on my computer to view the presentation?

- No, ETS training programs are designed to automatically open in PowerPoint viewer if the computer has an incompatible version of PowerPoint or does not have PowerPoint at all.

8. Which version of PowerPoint do I need to have on my computer to run your programs?

- Many of the animations used in our programs are not compatible with PowerPoint 2000 or older which can cause conflicts. ETS programs are designed to default to the viewer if the computer does not have PowerPoint XP/2002 or 2003. To make modifications to the file you will need to use either of those two versions.
- The next version of PowerPoint is due to be released in early 2007. ETS will offer free updates of our training programs once we have finished testing with the new PowerPoint version for compatibility. These updates will be available to current customers to download from our website.

9. Can I make multiple versions of the same PowerPoint presentation for use with different groups of students?

- If you have a situation where you want to make multiple versions of the same file for use of different groups of students it is possible to do so. An example would be modifying our hazmat awareness program for use as a refresher class yet still keeping the original version for teaching new students. For more information, please see instructions on [creating multiple versions](#) of the same presentation.



Transferring ETS Programs to Another Computer:

1. How do I run your training program on a computer other than the one I originally loaded it on?

- If you were issued a single user license you will need to transfer the license to the other computer in order to make it function.
- Transferring the license is a relatively simple process. Please consult the [license transfer instructions](#) for more information.

2. Do you have an easier option to transfer the license because I have to move the license between two or more computers on a regular basis?

- We do offer the license permanently burned onto a USB key that can be used to activate the product on whatever computer it is plugged into at the time. Simply load the program onto the new computer and insert the USB key system to activate and use the program. Once the key is removed the program will not function until it is plugged back in.
- If you are interested, please contact us at 1-877-644-4408 or email info@etsrescue.com for pricing information.

3. After I moved the PowerPoint file from the directory where it was installed, why did the program cease to function?

- The protected PowerPoint file must reside in the folder that it was originally installed in. If you move the file the license program can no longer access it. As soon as the file is returned to the folder it will function properly.



Program Error Messages:

1. Why do I get an error which reads "PowerPoint can't open the type of file represented by"....?

- ETS protects its PowerPoint files against unauthorized copying by encrypting them. When you access the file through the shortcut it allows the license software to open PowerPoint and access the file. Typically this error occurs when you have PowerPoint already open and you try to open one of our programs.
- Completely close out of the PowerPoint software and attempt to open the file again

2. Why do I get an error for add-ins error when I attempt to open the program?

- Since the file is encrypted it does not allow certain add-ins to function. PowerPoint will allow you to temporarily shut down those add-ins and start them again when finished.
- To restart the add-in in simply click on Help -> About Microsoft PowerPoint -> Disabled Items -> highlight the item and click enable.

3. Why do I get an error which reads "This program requires additional permissions to run for the first time."

- The ETS licensing system requires that the person who is installing the program has administrator level access to the computer.
- You will need to either obtain the user name and password to an administrative account on the computer or have someone with administrative level access install the program for you.



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If you have any questions about this EULA, or if you want to contact ETS for any reason, please direct all correspondence to: Emergency Training Solutions, LLC, 38 Meadow View Drive, Suite 12, Harwinton, CT, 06791, United States of America or email info@etsrescue.com.



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