



November 25, 2011

Dear Fire Chief:

Venmar Ventilation inc. announces that it is expanding its Safety Upgrade Program for certain air exchangers with or without heat recovery that it manufactures. As you are a trusted safety advisor to residents in your area, we want to make sure you have up-to-date information relative to our Safety Upgrade Program. As you may already know, some of our air exchangers may present a potential fire hazard.

The Program affects selected units distributed under the brand names of : Venmar, Venmar AVS, Flair, vānEE, Sears, Guardian by Broan, NuTone, Conformax, Payne, Day & Night, Carrier, Bryant, Heil, York, Rheem, Ruud, Protech, Hush, IVL and Weatherking sold in North-America.

While Venmar continues these programs with consumers, we hope you can help us through prevention activities and public education as requested by the Fire Safety Cover Plan in encouraging your local residents to contact us should they own an air exchanger possibly affected by this program. If a resident discovers he owns one of these units, please advise him as follows:

- **Turn the unit off.**
- **Contact the Venmar team as follows:**
 1. **Visit our Website at www.venmar.ca**
 2. **Contact us by dialing: 1-866-441-4645**
 3. **Contact us by mail at : SUP, 550 Lemire Boulevard, Drummondville, QC, Canada, J2C 7W9**

We hope this additional information will help us find a larger number of affected units. You will find attached a poster that you can use depending of your needs as well as 5 door hangers. If you need more information, for all comments or questions you may have, do not hesitate to contact Marie-Soleil Anger at 1-800-303-0464, extension 3558.

The Venmar team thanks you in advance for your cooperation and your support in ensuring public safety.

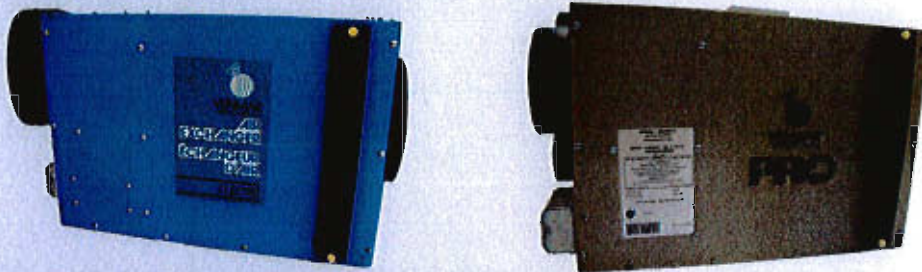
Safety Upgrade Program
Venmar Ventilation Inc.

IMPORTANT NOTICE SAFETY UPGRADE PROGRAM

Venmar Ventilation Inc. announces that it is expanding its Safety Upgrade Program for certain air exchangers manufactured from 1983 and until 2001.

It has come to Venmar's attention that an unlikely series of circumstances could lead to a motor overheating in certain air exchangers, which may result in a potential fire hazard.

The following photographs show examples of certain units:



We invite you to contact us as soon as possible in order to verify if your unit is actually affected by this program. For your safety, we ask you to turn your unit off until you receive confirmation from us. Before contacting us, please ensure that you have on hand the model and the serial number of your unit.

This is a preventative measure that Venmar takes today to ensure that all of its customers have total peace of mind regarding their product safety.

Visit our Website at www.venmar.ca

or

Call Venmar's toll-free helpline:

1-866-441-4645