



Corporation

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From the desk of John Miles

November 1, 2005

Re : Internet Sales of Quietside DPHS units and Water Heaters

It has come to our attention that it is possible to purchase Quietside Dual Purpose Water Heaters ("Boilers") and Tankless Water Heaters directly from various Internet sources. Quietside does not endorse this practice.

These products are combustion products and as such are designed to be installed by a trained, competent and licensed (where required) HVAC professional, and should not be installed by unqualified personnel.

Therefore it is with regret that Quietside must make the following statement :

**As it is impossible to guarantee the provenance of the product and the quality of the installation, Quietside must withdraw any warranty coverage on all Quietside products known to be purchased from an internet vendor.**

We always recommend that a local HVAC contractor be used to provide our equipment, this ensures that it will be correctly sized, installed and serviced.

If you have questions please do not hesitate to contact me.

Yours truly,

A handwritten signature in blue ink, appearing to read "John Miles", is written over a white background.

John Miles  
Director of Engineering and Technical Support