



March 16, 2011

Dear Valued Customers:

As a direct result of your questions and concerns regarding Takagi, our tankless partner in Japan, we would like to provide you an update based on the information we have today in light of recent events.

We have been able to make direct contact with the President of Takagi Japan to get an update on the status of their employees, their production capabilities and the potential impact to their supply chain. We are happy to report that all employees are safe and despite planned 3 hour rolling power outages production will continue at planned levels.

We were also informed that the port utilized to ship our tankless product was not negatively impacted by the earthquake or the tsunami that followed and that Takagi has taken the required steps to secure containers for future shipments.

At this time we do not anticipate any issues with product availability. We will keep you informed as more information becomes available.

If you have concerns, please contact your Regional Sales Manger, your local Sales Representative or me.

Sincerely,

A handwritten signature in black ink, appearing to read 'D R Warren', with a long horizontal line extending to the right.

David R. Warren
VP of Emerging Technology and Market Development