



January 13, 2020

Subject: Product Obsolescence

Dear Customer,

This letter is to notify you that the Genesis air conditioner line manufactured by nVent HOFFMAN, previously Pentair, will be discontinued as of June 2020. You have received this letter because our records indicate that you have purchased one of these air conditioners in recent years.

Genesis air conditioners have served the market for years and we understand the value they have provided to the industry. However, nVent HOFFMAN's current cooling portfolio contains a wide selection of even better alternatives!

Alternative Products:

We have a selection of air conditioners that would be great enhancements to your current cooling application. When you are ready to update your current solution, we will help you select the correct conversion for your needs and application.

Aftermarket Support for Obsolete Products:

nVent HOFFMAN will continue to provide aftermarket support for these air conditioners, up to two years from the date of manufacture, per the standard warranty. Spare parts will be provided for the same length of time, or while supplies last. After that point, we will not be able to service your Genesis air conditioner or provide parts.

We apologize for any inconvenience this phase-out may cause, but remain eager to meet your future cooling requirements. Feel free to contact your local sales rep or our customer service team should you have any questions.

Sales Support

Name:

Phone:

Email:

Customer Service Support

Hoffman.CustomerService@nVent.com