



April 30, 2015

IMPORTANT DETAILS:

S.I.T WALL MOUNT REMOTES

- 1. We've had a small percentage of you experiencing poor signal strength (<1% failure rate)
 - Notably in DVS & DVL gas inserts in ZC Fireplaces
- 2. Our <u>Travis</u> engineers have found a solution!
- 3. All remote and service part inventory has been upgraded
- 4. All factory and remote warehouse DVS & DVL inventory has been upgraded

At the heart of all this is one very simple goal; continue doing what we've built our reputation on...making beautiful, innovative, and <u>reliable</u> hearth products that you like to sell, that you can confidently sell, and that will get you the referral business that is so valuable to the specialty hearth retailer.

KEEP YOUR STAFF TRAINED & AHEAD OF THE CURVE!

If there are any GreenSmart[®] service updates you weren't aware of, please call us with questions. We want to make sure your entire staff (especially installation and service teams) is completely up to speed on all GreenSmart[®] updates.

We look forward to hearing from you.

Warm Regards,

Perry Ranes National Sales Manager Travis Industries, Inc.

<u>CLICK HERE</u> to review Hot Flash #2897: Preferred Wall Mount Remote location.