

To All Manufacturer Sales Representatives:

Subject: **New U.S. Based Technical Support**

In an effort to provide optimal customer service for our product line, Effective December 3, 2012 Ventilation Fan Support will be handled by our Technical team located in Chesapeake, VA.

The Toll-free number will remain the same, but please note that new hours of operation for the Hotline will be from 9:00am to 9:00pm EST.

Toll Free Number:

Telephone: (866) 292-7299

Technical support is the primary function of this group. Order placement and tracking will continue to be handled by our Panasonic team located in Rolling Meadows, IL.

As a Panasonic sales representative, you should continue to be our customers' first point of contact. Customers appreciate personal attention, and prompt resolution of their issues. Problems always arise but a company is measured by how the problems are resolved. If a customer feels they have been treated fairly, they will remain a loyal, long term customer.

Circulate this information to your customers as quickly as possible. Thank you for working together with us as we strive continuously to improve our service. If you have any questions, please do not hesitate to contact me or your regional manager.

Sincerely,



National Sales & Marketing Manager
Panasonic Eco Products Division