



P.O. Box 9010 • Tyler, TX 75711-9010

Dear valued Trane customer:

In keeping with our commitment to quality and reliability, we want to make you aware of a situation regarding your TRANE CleanEffects™ air cleaning unit. Trane received isolated reports of collection cell failures in a very small number of installed systems – less than 1/10th of 1 percent of air cleaners – due to exposure to excessive moisture which can result in overheating and the possibility of flames in the collection cell. The collection cell is an internal component of the air cleaner. Trane has received no reports of injury and no reports of property damage other than to the air cleaning and air conditioning equipment itself.

Nevertheless, we contacted the U.S. Consumer Product Safety Commission (CPSC) and are jointly announcing a voluntary recall of certain models of CleanEffects whole-house air cleaner units. The solution to the recall includes simply replacing existing collection cells with newly designed collection cells that are able to withstand excessive moisture. The CPSC will monitor the effectiveness of the recall program.

You are receiving this letter because our records indicate that your air cleaner is affected. Your independent Trane dealer should contact you to schedule an appointment to replace the collection cells in your CleanEffects air cleaner. We estimate the replacement will take about 15 minutes. There will be no charge to you or your dealer for this service.

What you should do:

If you have an air handler:

If you have a CleanEffects air cleaner installed with an air handler, you **are** advised to turn off the air cleaning system until your dealer can install the replacement collection cells. An air handler is the indoor unit of a home's central air conditioning system. It uses electricity as an energy source rather than oil or gas energy used in a furnace. Turning off the air cleaner does not affect the operation of the air conditioner. Your air conditioner will continue to work as usual.

To turn off the power to the CleanEffects unit, push and hold the round power button on the front of the air cleaner door for approximately three seconds until the LED panel illuminates. Release the power button. The LED panel will remain lit for approximately 15 seconds and then go out.

If you have a furnace:

If you have a CleanEffects air cleaner installed with a gas or oil furnace, you are **not** required to turn off the air cleaner. However, the collection cells in furnace installations **will be replaced** similarly to those with air handlers. Again, your dealer will contact you to schedule an appointment that should take approximately 15 minutes. Neither you nor your dealer will incur any costs for this replacement.



Contact Your Dealer to Schedule a Replacement Appointment

If your independent Trane dealer hasn't already contacted you to schedule an appointment, you should immediately contact your dealer. If you need assistance in contacting your dealer or have questions about this process, you can:

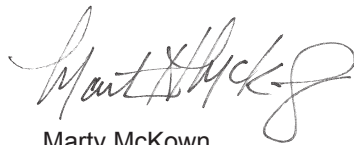
- contact Trane at **888-556-0125** between **8:00 a.m. to 5:00 p.m. (CDT), Monday through Friday**
- visit the company's web site at trane.com. If you own an affected CleanEffects unit, go to the trane.com homepage and select "Residential" located in the lower right corner then click on "Important Information for CleanEffects Owners" located in the lower center of the page under "Do you already own a Trane system?"
- send an inquiry via email by going to <http://www.trane.com/Residential/CustomerCare/Feedback.aspx>

We apologize for this inconvenience and appreciate your time. We know our customers expect only the best from Trane. Our heritage is built on quality and reliability – that is why we are taking this action.

Sincerely,



Dale Green
Vice President, Marketing & Sales



Marty McKown
Vice President, Quality & Six Sigma