



January 16, 2012

To Our Valued Customer:

Hi-Tech Duravent is proud to announce the expansion of our core product offering. As the leading hose and ducting manufacturer in the industry, Hi-Tech Duravent knows that customer satisfaction is the cornerstone of our company. Within our core products you will find a wide array of hoses to meet almost all of your ducting needs from the popular RFH series to the newly added TPU and TPE hoses. To help ensure our customers satisfaction, all core products are guaranteed in stock ready to ship in an efficient and timely manner. We also have a low net minimum order requirement of \$100.00 to better accommodate the smaller orders you may need. If you require a hose that is not included in the core product offering please contact customer service and they will be happy to assist you with pricing and minimums that may apply.

We know the implementation of this program will help your business be more effective so you can in turn offer your customers the same convenience. For a complete listing of the core product offering, please go to our website, [www.hitechduravent.com](http://www.hitechduravent.com), or call us at 800.348.6500.

Sincerely,

A handwritten signature in black ink, appearing to read "Tony Costantino".

Tony Costantino  
Director of Sales  
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Flex-Tek - Flexible Solutions Group

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**smiths**