



W.W. Fairbairn & Sons, Inc.

Established 1895

“The House of Service”

Dear Cottage Customer,

We are writing to advise you that we are revising our policy regarding the winterization of household appliances, effective immediately.

When closing your house for the season, we make every effort possible to ensure that your appliances have been properly drained and protected from freezing. Unfortunately, and with increasing frequency, we are finding this task more difficult to accomplish. Appliances are becoming much more sophisticated with complex controls and special features. We have even found that in some cases, it could be necessary to partially disassemble an appliance in order to access the components necessary to ensure that it has been protected for the winter months. We are not appliance specialists and have neither the time nor resources that would be required to investigate all the brands and models that we come across.

Accordingly, if we do not have a high degree of confidence that we have been able to leave an appliance in a protected condition, the following steps will be taken.

- We will not turn off your heating system, even if that has been requested. Instead, we will leave the temperature at a minimum setting of 50 degrees.
- If you have requested that the electricity be shut off, we will shut off all circuits except those necessary for the heating system.
- We will notify you of the situation so that you can determine the course of action you want to pursue. Be advised that if your heating system uses natural gas, and you have contacted DTE to shut of your gas for the season, you may want to cancel that service order.
- If you want the heating system (and electric, if applicable) to be shut down despite our caution, we must receive this notification in writing – either via USPS or email. We will comply with such requests as soon as we have a technician working in the general area of your cottage. In such case, there will not be an additional charge for us to go back to the residence. If a request is received that requires us to make a trip specifically to perform this service, we will charge for our travel time.

If you intend to replace any appliance, please let the salesperson know that this will be installed in a seasonal home and inquire if it is set up to be drained. Please also ensure that the appliance is not installed in such a

manner that circumvents the ability to winterize it. We also ask that you make sure to let us know where, in the home, we can find the owner's manual.

Finally, remember that we do not stock water filters; the plethora of brands and models make that an impossibility. If your appliance has a filter that you would like to have us replace, please pre-purchase these filters and have them and the manual readily accessible.

Thank you for your understanding in this matter. While this is a certainly a deviation from our past practice, we believe it achieves a much more preferable outcome for everyone.

Sincerely,

Tom Fairbairn

Owner

W.W. Fairbairn & Sons, Inc.