



May 28, 2003

Dear Valued Customer:

I am writing to you to share some exciting news about the O-ring Voluntary Replacement Program (VRP) that Central Sprinkler launched in July 2001 with the U.S. Consumer Produce Safety Commission (CPSC). As you know, the VRP provides for the free removal and replacement of certain models of O-ring sprinklers. Building owners participating in the VRP already have filed program claims for more than 13 million sprinklers.

Now, working closely with the Building Owners Management Association (BOMA) and with the consent of the CPSC, Central is pleased to announce several enhancements to the VRP that will give building owners more choice and flexibility when they participate in the Voluntary Replacement Program.

The enhancements to the VRP are:

1. Building owners may now choose to make arrangements to have the sprinklers replaced on their own, using independent sprinkler contractors they hire, and to receive a fixed amount of reimbursement toward the labor cost, according to the program terms and conditions.

Please be sensitive to the fact that the amount of the cash reimbursement – which will vary based on the type of heads, type of property and the age of the claim – may not fully cover the labor costs associated with replacing the sprinkler heads. Details about the cash reimbursement program can be found in the VRP Enhancements Notice Package, which you may request by calling 866-836-3928 or by visiting www.sprinklerreplacement.com.

2. Central Sprinkler will use sprinkler contractors with security bonding when the property owner's lease, management agreement, etc. requires such bonding.
3. Central will provide up to \$75.00 to reimburse paid permit fees, which some jurisdictions occasionally require before a sprinkler head may be changed.
4. An independent ombudsman has been appointed to assist claimants and to help resolve certain differences between property owners and the company.
5. Reimbursement will be available for certain claims and costs incurred by building owners who replaced their O-ring sprinklers during the period of February 2000 up until July 19, 2001, when the VRP was officially launched.

We believe these enhancements to the VRP will strengthen an already effective program and encourage even more building owners to have their O-ring sprinklers replaced. Whether your customers have already had their VRP O-ring sprinkler heads replaced, have filed a claim and are awaiting replacement, or have not yet filed a claim to complete the replacement process, the property owner can take advantage of some or all of the Program Enhancements.

Additional information is also available on our special website – www.sprinklerreplacement.com – or by calling our toll-free hotline at 1-866-836-3928.

On behalf of Central Sprinkler, thank you for your past business, continued support and for your important role in promoting fire safety.

Sincerely,

A handwritten signature in black ink that reads "Robo Brinkman".

Robert Brinkman
President

