

December 21, 2009

Dear Ionics Customer,

In February of 2006, Puronics Incorporated acquired the Ionics Consumer Water business from GE. Puronics is carrying forward Ionics 60 years of water treatment expertise and continues to manufacture both Ionics and Puronics branded state-of-the-art water treatment products, and the HYgene® silver impregnated carbon that goes into those products.

Ionics enjoyed 15 years of an excellent relationship with Anderson Water, the company from whom you purchased your Ionics system. Anderson Water has recently made the decision to move to represent another manufacturer. Therefore, Anderson Water is no longer the Ionics Authorized Dealer in your area.

Please contact me at 800-339-8780 ext. 311, or by email at arnie.harmon@puronics.com. You can also get more information on Puronics at www.puronics.com.

You may recall that we, as the manufacturer, provide each system owner with a "Limited Lifetime Warranty". One of the primary conditions to maintain your Limited Lifetime Warranty is to insure that your unit, when serviced for filter changes, contains our Ionics proprietary silver impregnated carbon known as HYgene®."

If you want to insure that you have Ionics proprietary silver impregnated carbon, known as HYgene®, in your system or if you need service on your Ionics system, please call 800-820-1270 to get referred to a local service provider

Very Truly Yours,



Arnie Harmon
Vice President, Sales and Marketing