

## FREQUENTLY ASKED QUESTIONS

Question	Answer												
<b>Will the new filter fans have the same cut-out pattern as the current filter fans?</b>	Yes, the new filter fans will have the exact same cut-out pattern allowing customers to not only switch from nVent HOFFMAN's older filter fan models, but easily switch from the competition as well.												
<b>What is the CFM range available with the new filter fans?</b>	Model ranges include 17 to 484 CFM side-mounted and top-mounted filter fans.												
<b>We recently obtained CSA certification for the filter fans we use from another manufacturer. What certifications do the new filter fans have?</b>	The new filter fans are all UL/cUL Listed and therefore are not required to have CSA certification to be sold into the Canadian market.												
<b>When will the current filter fans be discontinued?</b>	HOFFMAN's current filter fan models will likely be discontinued by the end of August or early September 2016.												
<b>Why did HOFFMAN create new filter fans?</b>	By creating new filter fans that are made locally (assembled in U.S.A), HOFFMAN will maintain better control over its supply chain, allowing it to be more responsive to customer demands. Additionally, the new filter fan models offer improved features that will benefit each member in our channel, including end users.												
<b>Why did we not retain the current catalog numbers for the new filter fans?</b>	<p>The differences between the new and old filter fans are significant enough to warrant creating new model numbers. For instance, customers wanting the UL/cUL Listed models would not be okay with receiving the old UL Recognized models. One thing to note is that the new filter fan catalog numbers will adhere to the same "Smart" numbering system as the previous filter fans, with the first character in the code beginning with an "H" instead of an "S". So for instance, the SF0516414 model is equivalent to the HF0516414 model in terms of size, power input, protection level and color.</p> <p><b>READING THE SMART MODEL CODES</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="background-color: #e91e63; color: white; padding: 5px;">HF</td> <td style="background-color: #e91e63; color: white; padding: 5px;">05</td> <td style="background-color: #e91e63; color: white; padding: 5px;">1</td> <td style="background-color: #e91e63; color: white; padding: 5px;">6</td> <td style="background-color: #e91e63; color: white; padding: 5px;">4</td> <td style="background-color: #e91e63; color: white; padding: 5px;">14</td> </tr> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> </tr> </table> <ol style="list-style-type: none"> <li>1. The style or type of filter fan. HF=Hoffman Side Mount    HR=Hoffman Roof mount</li> <li>2. Approximate height and width in inches. 04=4"    05=5"    09=9"    10=10"    13=13"</li> <li>3. Power input. 1=115 VAC    2=230 VAC    24=24 VDC    48=48 VDC</li> <li>4. Herz. 6=50/60 Hz    5=50 Hz</li> <li>5. Protection Level. 4=Type 12/IP54    5=Type 12/IP55</li> <li>6. Color. 14=RAL 7035 Light Grey    13=RAL 9011 Black</li> </ol>	HF	05	1	6	4	14	1	2	3	4	5	6
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<b>With the additional features on the new filter fans, will the prices increase?</b>	No. Customers will not experience any price increase by moving to the new filter fan models.												
<b>Will all of the same model options be available in the new program?</b>	<p>Most options will continue to be available but as a part of our review, we found that a number of models had extremely low demand and thus it was best to eliminate them. Models eliminated from the new program include the following:</p> <ul style="list-style-type: none"> <li>• All 400/460 VAC models</li> <li>• All 10" and 13" "Thin" or shallow-depth models (new models have a natural shallow depth)</li> </ul> <p>Additional models not currently available at the time of launch are models producing &gt; 500 CFMs of free air flow. However, as an alternative we do offer 484 CFM side-mounted models, which should be sufficient for most applications.</p>												
<b>What is the lead time on the new filter fans?</b>	By bringing the production of the new filter fans in house, we are able to quickly respond to demand spikes/changes and replenish stock within a matter of days. Lead times will fall within the 2 - 4 day window of fulfillment.												

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