

## **Notice Regarding Impact of Tohoku Pacific Earthquake**

The Rinnai Group offers its sincere condolences to all people suffering as a consequence of the Tohoku Pacific Earthquake, which occurred on March 11. Below is a summary of the impact of the earthquake on the Group's operations.

### **Situation as of 18:00 on Friday, March 25**

#### ***Product manufacturing***

The Group does not have production operations in the Tohoku or Kanto regions of Japan. Accordingly, the earthquake has caused no damage to production facilities, and the subsequent rolling power outages have not affected production. However, the supply of components from some business partners has been suspended, which could potentially make it difficult to procure components necessary for production.

#### ***Service responsiveness***

At present, we are accepting requests for product repairs. In the aftermath of the earthquake, however, it is extremely difficult to get connected via phone, especially in eastern Japan. Moreover, we are unable to convey how long it will take until our technicians can make visits. We ask for your understanding.

In addition, we are receiving numerous inquiries from people unable to use their gas appliances. Because the gas supply may be cut off, we ask those people to check their gas meters. If the gas supply has been stopped, please contact your provider.

#### ***Product distribution***

Although we suspended shipments after the earthquake struck, we are now making shipments as usual, except to certain regions. Due to traffic and other conditions, however, deliveries may be late in some cases.

The Rinnai Group apologizes for the inconvenience to business partners and customers. We ask for your ongoing understanding.