



HEALTH-MOR

An HMI Industries Inc. Company

To our Family of Worldwide FilterQueen customers:

For over 90 years now, Health-Mor has been here for you manufacturing, selling and servicing the FilterQueen products here in the United States. Even during World War II, Health-Mor was one of the few companies allowed to continue producing its quality products. Unfortunately, today we fight a new kind of war with an invisible enemy. But rest assured, Health-Mor and FilterQueen are as prepared to help fight this battle as we ever have been.

With FilterQueen Defender and Majestic customers in over 40 countries around the globe, we have seen or heard stories of the impact of the COVID-19 firsthand through our distributors, sales teams, service centers and customers. Everyone that owns our products understands the enormous benefits of having the Defender (registered with the FDA as a Class II Medical Device) and the Majestic working in tandem. Whether at home or the workplace, these products remove indoor pollutants from the air and from the surfaces.

Health-Mor is committed to helping you separate fact from fear. We are here to answer your questions and provide any necessary service you may need in order to keep your FilterQueen products working at their best during perhaps the most important moment in history. Filtering the air in your home or business down to 99.99% at 0.1 microns (at least three times better than HEPA) has never been more important.

While the rules of doing business around the globe have been drastically altered, Health-Mor remains open to take your calls and address concerns. We hope that this pandemic will be contained and resolved in the very near future so that our independent distributors may continue to afford to stay in business for the long haul. We are working around the clock to keep them supplied with new filters, Defenders and Majestics so that your needs are met swiftly.

In the meantime, we have instructed our independent distributors to follow all state, federal and applicable laws that cover their jurisdiction so that all employees as well as our customers can remain safe as the experts try to get this virus under control. We thank you in advance for your patience and understanding.

If you cannot reach your local distributor for any reason, but are in need of immediate service, supplies or even just information, please feel free to contact Health-Mor World Headquarters. In North America, our toll-free number is 800-662-2471; for international customers, please call 440-846-7800.

We have been servicing our customers for over 92 years through every crisis, war and disaster since 1928. Together we shall survive the current situation. While we wait for the experts to give us further guidance on our next steps to returning to normalcy, keep in mind that the investment that you made in your FilterQueen Defender and/or FilterQueen Majestic ensures that you already have the world's most effective product at fighting indoor air pollution. We will be here to ensure that your product will continue to clean the air 24 hours per day and that you will have access to replacement filters at fair market prices any time you need them. We appreciate you as always.

Feel free to visit our website at www.filterqueen.com for up-to-date information. We will continue to add relevant information as it becomes available.

Sincerely,

Dan Duggan
CEO & President
Health-Mor