



Furnasman's One Hour Heating & Air Conditioning Media Statement

(*Winnipeg, Manitoba* – May 25, 2009) - Established in 1939, Furnasman's One Hour Heating and Air Conditioning has endeavoured to serve our clients in Manitoba with integrity, honesty and quality workmanship.

Each year Furnasman invests extensively in customer service and technical training to ensure that our technicians are trained to the full industry standard.

However, we have discovered that in three recent instances, technician's efforts to adequately diagnose a furnace operating issue were not in full compliance with either our own or the industry standard. While this is disappointing, these three technicians are members in good standing of the Glass, Moulders, Pottery, Plastics & Allied Workers International Union (GMP) Local 174B and have more than 32 years of combined experience serving Furnasman customers in the Winnipeg market. These people live and work in your community and we do not believe that our technicians had intent to mislead. No sale took place in any of these instances.

“We are committed to correcting these gaps by increasing our focus and investment in technical training as well as the on-site management inspection that is required to ensure our client's receive the highest industry standards of service, quality, safety, and technical diligence.” said Hugh Cook, General Manager of Furnasman's One Hour Heating & Air Conditioning.