

Technical Bulletin: Serious House Fire Not Caused by RGF Unit

We were recently put on notice of a serious house fire caused by a UV light air purifier in an HVAC system. An insurance company senior subrogation adjuster/investigator issued a legal notice to RGF, a South Florida A/C contractor, the A/C unit manufacturer and their parent company, and our insurance company of potential liability as it was a substantial fire. Needless to say, this was a serious concern as we have well over 2,000,000 air purifiers worldwide, most with UV based technology, and we have never in our 32-year history had an insurance claim or fire!

A local A/C contractor installed an A/C unit at the house, and they exclusively sell RGF air purification equipment. At this point in time, both the fire marshal and the independent insurance fire investigator have determined that the source of the fire was the UV light. The A/C contractor's records stated the homeowner was quoted an RGF REME unit and turned it down. A dissection of the charred unit was made at the site. In attendance were representatives from RGF, the A/C contractor, the A/C unit manufacturer and their parent company, the county fire marshal, RGF's insurance company fire investigator, the local A/C contractor's fire insurance company investigator, and the parent company's fire insurance company investigator; 11 professionals in total.

As you can see from the attached email from the fire investigator, the unit was not an RGF unit and not installed by the local A/C contractor. It was clearly marked as a "Fresh-Aire UV" of Jupiter, Florida, a Triatomic Company (See Exhibit C). The purpose of this bulletin is not to trash a competitor. Quality problems happen to all companies. The problem is this fiasco went on for over three (3) weeks at a cost of tens of thousands of dollars between lawyers, insurance investigators, engineers, etc. and involved seven (7) companies when, in reality, RGF, the A/C contractor, the A/C unit manufacturer and parent company had nothing to do with this disaster! Had we received a photo of the charred unit at first, we could have flatly stated we have never made a product that looks like the charred unit. The local A/C contractor had good records that they did not install a UV light, and we would have been out of this problem and the enormous waste of time and money. Upon seeing the unit was manufactured by Fresh-Aire UV of Jupiter, Florida, the insurance fire investigator promptly commented on his involvement with that company in the past and the difficulty he has had in dealing with them.

With our totally vertical manufacturing process, we are able to maintain highly competitive pricing and top-notch quality despite the obvious IAQ "Gold Rush" mentality that is generating many cheap, unreliable knock-offs.

You can help us maintain our highly valued reputation if you notify us immediately about any concern that may arise regarding the performance of any RGF product – or any product that you think might be one of ours. We assure you that your concerns will receive our prompt attention.

In good faith, RGF has donated the use of a commercial RGF rapid recovery unit indefinitely as the house is uninhabitable due to extensive smoke and fire damage (See Exhibit A).

Exhibit A
Charred Unit



Exhibit B
House Damage



Exhibit C

ID plate of Fresh Aire UV unit

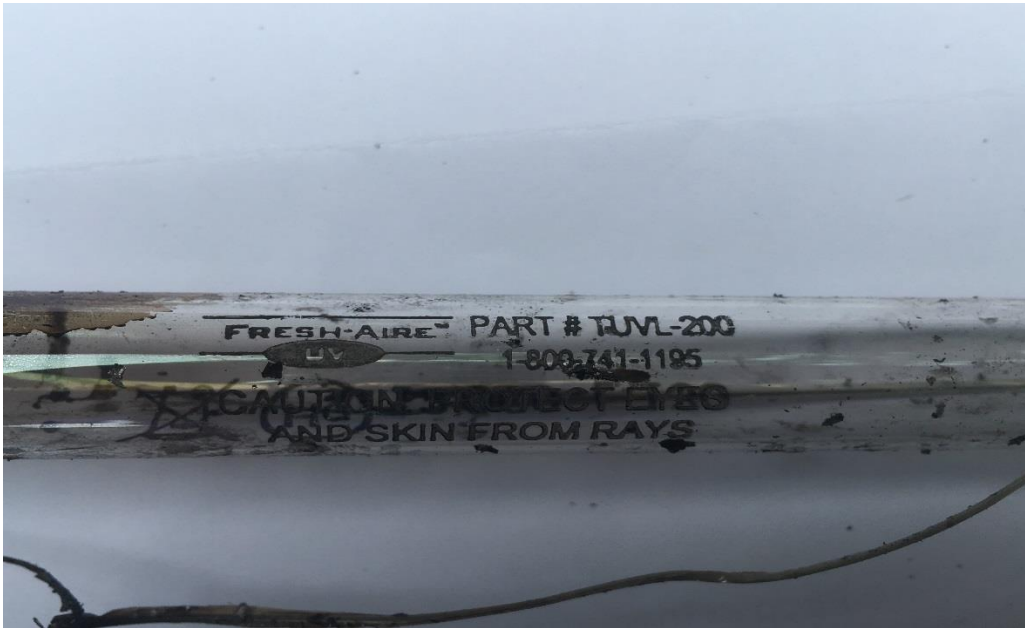


Exhibit D

E-mail from fire investigator

From: ■■■ Ed ■■■
Sent: Friday, August 25, 2017 3:21 PM
To: ■■■ James ■■■
Cc: Awilda Cortes ■■■; Walter Ellis ■■■
Subject: Re: RGF Environmental Group, ■■■ -fire loss investigation

Jim,

Thanks to ■■■ help at the scene, we were able to confirm that the UV light system was not manufactured by RGF but by another company. It appears that the invoice that claimants were using to identify the product was a proposal by the air-conditioning company and not an actual invoice. The system at the scene was manufactured by Fresh-Aire UV out of Jupiter, Florida.

Best Regards,

Ed ■■■
■■■
Sent from my iPhone