

Viadrus a.s
Bezrucova 300
735 81 Bohumin
Czech Republic

Dear Sir / Madam,

Tordaszentlászló 29 November 2012

Regarding : Wrong language Version of Manual.

Recently we bought a Viadrus central heating unit in Kolozsvár (Romanian Cluj- Napoca)for our home in Tordaszentlászló.

We were very disappointed, when we found out that the instruction manual , which was bundled with our heating unit was written in **Romanian only**.

We live in a village where over 52 % of the population is Hungarian speaking, In Transylvania, the region where we live in, almost 20 % of the population is Hungarian speaking.

In Romania around 7% of the population is Hungarian speaking, this is about 1.5 million persons !

Therefore we don't understand why you **only** included a Romanian language version, and not a Hungarian and /or English version of the manual.

We therefore kindly ask you to send us a Hungarian language manual, if you don't have one , please send an English, German or French version.

The Romanian language manual is not appreciated by us, it is of no use to us and therefore we return it to you with this letter.

We trust that you will send us the requested manual.

We hope that in the future you will take Transylvanian language preferences into account on the Romanian market.

With Kind Regards,

Tordaszentlászló - Romania