



March 12, 2025

Dear Valued Customer,

**Subject: Important Software Update for your Summit Refrigerator-Freezer: FF1515W/FF1513SS**

We hope this letter finds you well. We are writing to inform you about an important matter regarding the software of your Summit refrigerator-freezer FF1515W/FF1513SS.

We have identified a potential issue with the software that may affect the performance of certain functions, specifically, resulting in energy consumption that exceeds ENERGY STAR requirements. Please note, this issue is limited to your product model and does not affect other Summit products.

To ensure your refrigerator-freezer continues to perform at its best, we are offering a free component upgrade service to update the software. This service will be provided at no cost to you and will be performed by our certified technicians. The update procedure is quick and will not affect any stored food items or cause inconvenience to your daily routine. We are committed to ensuring your refrigerator-freezer meets the highest standards of quality and performance.

**What You Need to Do to Access the Free Component Upgrade:**

- Please contact our customer service team at 1-800-932-4267 or send us an email at [service@summitappliance.com](mailto:service@summitappliance.com) to schedule a convenient time for the rework service.
- Our technicians will visit your home at the scheduled time to perform the necessary software update.

**Benefits of the Free Component Upgrade:**

- Ensures that energy consumption is consistent with ENERGY STAR requirements.

**Additional Information:**

If you have any questions or concerns regarding this update, please do not hesitate to contact our customer service team at 1-800-932-4267 or [service@summitappliance.com](mailto:service@summitappliance.com).

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation. Thank you for being a valued customer of Felix Storch, Inc.

Sincerely,

Ray Pena  
Director Customer Experience  
Felix Storch, Inc.  
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**FELIX STORCH, INC. ISO 9001:2015 CERTIFIED**

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