



September 19, 2008

Dear Valued Hurd Customer,

As you may be aware, on Monday, September 15, 2008, Hurd Windows & Doors, Inc. filed voluntary petitions under chapter 11 of the United States Bankruptcy Code. Hurd recognizes that this news may generate concerns about our current and future direction. As a valued customer, we would like to take a minute to answer your questions.

We would like to address the question of how the filing will impact your past, present, or future Hurd product orders. The answer is simple. This filing will have no implications to our customers.

Hurd is fully committed to continue supplying you with the same high-standard of excellence that you have come to expect from the Hurd brand. We are fully committed to honoring our warranties. We are fully committed to providing you the same level of services. We are fully committed to delivering your products under our normal lead-times, uninterrupted. All of this is possible because we are backed by a loyal network of material suppliers and supported by the best network of distributors domestically and internationally.

From our office to our manufacturing facilities to our shipping goals of 100% on-time and complete, nothing has changed as a result of this filing. It truly is business as usual today, and it will be tomorrow as well. Our workforce is all in place and busy working because we are actively processing, servicing, and handcrafting quality windows and doors.

Hurd has more than enough financial liquidity to carry us forward through these proceedings. In fact, since our filing, our banks have more than doubled our access to operating capital. This speaks volumes for their confidence in our ability to manage and successfully grow our business.

Our focus today, is squarely on the future of our products and bringing new innovations to market. We have many big announcements that are up and coming that we can't wait to share with you very soon. Just a hint of what is in the works and coming soon: a new mid-level price positioned line that is already in a pilot test phase and an exciting showcase of new products at the International Builders' Show complete with a focus on green building. Visit us at www.hurd.com as the show gets closer to get a preview of some of our debuting new products.

In closing, Hurd is one of the oldest window companies in business today. In January, we'll celebrate 90-years of pioneering window technology. Throughout our rich history, we have been faced with many challenges, all of which we have successfully overcome. Today will be no different.

As always we appreciate your continued support and business, especially during this time. Should you have unanswered questions or want to discuss the filing further, please feel free to contact your Hurd Distributor at any point moving forward.

Sincerely,

A handwritten signature in black ink that reads "Dominic".

*Dominic Truniger
President*

Hurd Windows & Doors, Inc.