



Dear Valued Heatcraft Customers,

As all of us try to understand the impact of the COVID-19 coronavirus and make allowances in our businesses, I wanted to update you on what Heatcraft is doing to comply with local, state and federal requests to combat the spread of the virus, while also continuing to support your businesses and protect our employees.

The Heatcraft leadership team has taken the following proactive steps to ensure that our customers' supply chain remains robust and they can fulfill their obligations to their end users:

1. All employees with the ability to work remotely are now doing so. Our customer service, applications engineering, technical support, finance, marketing and sales operations functions have moved to working from home to the greatest degree possible to do our part combatting the spread of the virus. We will continue to operate to the highest standard possible with this approach. However, I do ask for your patience and feedback on how we are doing and how we might improve.
2. The HUB (<https://www.heatcraftprd.com/the-hub/>) is a very valuable and unique resource that our customers can leverage to independently configure & price systems, manage their quotes, look up product inventory & shipping information as well as access important information on the latest DOE models and we encourage you to leverage it. Email hubadmin@heatcraftprd.com if you need help signing up.
3. Our factories remain open and we are closely monitoring our supply chain and transportation networks. Currently, there have been very few disruptions. At the same time, in preparation for the DOE transition, Heatcraft has a high level of finished goods inventory, so we are in a strong position to continue to support you.
4. All vendor visits, customer visits and trainings have been suspended until further notice.
5. All travel to non-US locations and all non-essential travel within the US has been suspended.
6. All employees that are working in-person at our facilities are being monitored for symptoms of infection. If such situation occurs, concrete plans are already in place to assess the level of impact and take appropriate actions to quarantine the infected areas and personnel.
7. Our employees' health is of paramount importance to us. To the extent possible, we are facilitating all high-risk employees to work from home to minimize their risk of exposure.
8. Finally, we continue the important work of executing our DOE product design changes.

We remain committed to ensuring that your business stays healthy and your customers value you even more for carrying the most reliable, trusted and customer focused brands in commercial refrigeration – Bohn, Larkin, Climate Control and Chandler. We appreciate your loyalty and never take it for granted. In the coming days and weeks, please do not hesitate to let us know if there are ways that we can help your business transition through these difficult times.

Sincerely,

A handwritten signature in blue ink, appearing to read "Sergio Castillejos".

Sergio Castillejos