



June 16, 2020

Dear Valued Heatcraft Customer/Partner,

We at Heatcraft are excited and cautiously optimistic about the signs of economic recovery seen in the last month. We have made some major strides on several fronts over the past month and I would like to share the progress with you.

- 1) **The complete lineup of the Heatcraft DOE compliant models (condensing units and evaporators) are now available to quote and order.** We have also developed industry leading tools to help you pick the best model for your application:
 - a. **Download the Heatcraft Cross Reference App** from your Apple or Android store for cross-reference and DOE model information.
 - b. **Know all about DOE 2020** at <http://www.heatcraftprd.com/regulatory/index.html>
 - c. **The HUB** at <https://hub.heatcraftprd.com/> is your go-to-resource for inventory availability, new DOE model details and to check out the all-new COVID-19 HUB.
- 2) We have had a few more positive COVID-19 cases at Heatcraft in the last month. **In every case we have followed a stringent process of contact tracing, quarantining, disinfecting and minimizing customer disruption.** This is an unfortunate new normal, but our teams have done a fantastic job of adapting and executing to a set plan.
- 3) **Our back to work plan is also in place and we are cautiously opening our offices to higher attendance levels.** Most of our workforce is still working remote, but rest assured that regardless of the approach you, our customer, will experience the same high levels of service and responsiveness as in the past.
- 4) **In anticipation of the uncertainty around product demand and capital flow surrounding all businesses, we have built up high levels of stock inventory so you can order and receive product on short notice.** Contact your local salesperson for further details.

As always, I would like to close this note with the hope that you and your families stay safe and healthy. The Heatcraft team remains at your service.

Sincerely,

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

Sergio Castillejos
VP and GM