



May 12, 2020

Dear Valued Heatcraft Customer/Partner,

As most of the US states are starting to reopen their economies, Heatcraft is here to support your plans to prepare for the new normal. Whether it be more flexible payment terms, creative stocking programs or expedited manufacturing to support a new vaccine manufacturing facility, our teams are innovating to help our customers keep their businesses healthy and deliver to their end users' expectations.

Here are some updates from the last two weeks at Heatcraft:

- 1) **We had two positive COVID-19 cases in our Tifton facility last week.** Both the employees are recovering at home and other affected personnel identified via contact tracing have been quarantined. The Low Profile unit cooler line within the Tifton facility was temporarily shut down and professionally disinfected last week. **As of this writing, all our manufacturing and distribution facilities are back open and operational.**
- 2) **We are closely monitoring the evolving state and federal guidelines and are taking a cautious approach to reopening our offices.** Our customer facing and back office teams have done a remarkable job maintaining high level efficiency levels while working remote and we intend to maintain this arrangement until we are fully satisfied that it is safe for them to return to the office.
- 3) As in my previous updates, **I urge you to work with your local Heatcraft sales engineer or manufacturer representative to plan your orders early (ideally 6 weeks for custom builds)** so we can balance our lines and remove uncertainty in your shipping dates.
- 4) **Heatcraft now has full model data available on most of our all-new DOE evaporator lineup.** Here are three invaluable industry-leading resources to help you in this transition:
  - a. **Download the Heatcraft App** from your Apple or Android store for cross-reference and DOE model information.
  - b. **Know all about DOE 2020** at <http://www.heatcrafterpd.com/regulatory/index.html>
  - c. **The HUB** at <https://hub.heatcrafterpd.com/> is your go-to-resource for inventory availability, new DOE model details, and check out the all-new COVID-19 HUB.

We sincerely hope that you & your families stay safe and healthy. Let us know if we can help you in any way.

Sincerely,

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

Sergio Castillejos  
VP and GM