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March 13, 2020

## **Coronavirus Impact on Lennox Production**

I know many of you are following the continued concerns with the Coronavirus and not only its impact on world health but also the impact on industry. And I'm sure, with the recent news, you're concerned with how this epidemic may be affecting Lennox production. We do have some product and components that are sourced from China. In particular, our Mini-Split products are sourced from China and components for our S30 & E30 thermostats, while manufactured in Malaysia, do come from a China based sub-supplier. At this time, we are only experiencing minor delays in shipments that may result in limited availability in select locations.

Furthermore, we have not experienced any port disruptions and none of our Chinese suppliers' shipments have been impacted. Additionally, all other product is running at normal capacity in our facilities. We have also made adjustments to our current stocking program to allow you the opportunity to secure inventory for the upcoming season.

I know, you, like me, pray for a speedy recovery from this horrible outbreak. And I know you understand that we are doing everything in our power to ensure little disruption to your business. We are taking all the recommended, necessary steps to ensure the health and safety of our employees throughout the Lennox family including our corporate staffs, field sales, stores, distribution and manufacturing. This is a top priority for all of us.

We will continue to keep you apprised of the situation should anything change. In the meantime, I thank you for your continued Lennox support.

Respectfully,

Quan Nguyen

Lennox Residential

VP, General Manager