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March 19, 2020

Coronavirus Impact on Lennox Production

Hello valued partners:

Over the past few days, I have sent a number of communications to you covering different issues regarding the impact of the coronavirus on our business, operations and events. Our goal during this time period is to ensure the health and safety of our employees, families, customers and communities while also executing our business operations to support you, our customers. I wanted to take the time to summarize the steps we are taking to achieve this and navigate through this challenging situation.

Distribution & Availability

Some product and components are sourced from overseas. In particular, we have experienced minor delays in shipments with our Mini-Split products and our S30 & E30 thermostats that may result in limited availability in select locations.

Furthermore, we have not experienced any port disruptions and none of our overseas suppliers' shipments have been impacted. All other product is running at normal capacity. We have also made adjustments to our current stocking program to allow you the opportunity to secure inventory for the upcoming season. We know with an ever-changing environment and uncertainty that it's essential we, as your partner, help you mitigate as many risks as possible to allow you to continue to operate your business successfully.

Stores

Our Lennox Stores and Distribution Centers will continue normal operations where possible with added precautions through this crisis. We have taken additional measures and increased standards around cleanliness and disinfecting common surfaces. We are asking our customers not to enter our Stores if they have any symptoms or know they may have been potentially exposed to the virus. We are testing procedures for a safe, no contact, will call delivery to allow us to continue to service customers in a safe, effective manner. As things change, we will update accordingly. The health and safety of our employees, our customers, and their families is our top priority.

Training Events

All instructor-led classes through April 30th have been postponed. The team is currently in the process of contacting all registered customers and working on rescheduling classes at a later date. This includes, BuildAtech, BuildAnInstaller, Master Selling and 1-day Tech training classes. We believe training is essential to growth and development and we encourage you to use full suite of online classes that are accessible 24/7. These online training courses have been used successfully and the feedback we have received on them is exceptionally positive. I encourage you to utilize these resources until we are able to restore our in-person training. If you have any questions, please reach out to a member of the Lennox Learning Solutions team.

Lennox LIVE

Last Thursday, March 12th, we made the difficult decision to cancel our 2020 Lennox Live scheduled for April 7-9 in Las Vegas. We will be refunding the attendee fees for anyone that registered for the event. We are also cancelling any room reservations for those that booked their room through our hotel block with Mandalay Bay. For those that made flight reservations, we recommend you contact your airline and cancel. Most airlines have revised their cancellation fee policies in light of the impact of current health concerns on travel.

We will be looking at sharing all our exciting updates, news and product announcements through virtual formats. The team is looking at the options now so stay tuned for additional information on that front.

Additional Lennox Support

We have asked most of our staff, in particular our Territory Managers and Field Technical Consultants, to minimize in person meetings and customer visits. While our team will be working remotely, they will be fully accessible through phone, e-mail, text and virtual communications.

These are challenging times for all of us. We remain committed to our core values of integrity, respect and excellence and utilize those principles to guide us through this time of uncertainty. We remain committed to providing the highest levels of customer service you have come to expect from Lennox.

Thank you for your business, continued loyalty and support.

Regards,
Quan Nguyen
Lennox Residential
VP, General Manager