

March 27, 2020

Valued Partners,

Amid [various local and state orders](#) and our desire to ensure the health and safety of our Lennox employees, customers, and suppliers, we're working differently!

Different doesn't mean that we'll deliver any less than you've come to expect from Lennox. Our factory operations have continued at a normal rate of production, we have products stocked in the field and ready to be shipped, and our Supply Chain and Distribution teams continue to work full time to ensure products are shipped and delivered on time.

Curious how you'll interact with specific teams at Lennox Commercial as we navigate rapidly changing restrictions on working environments? Here's a view of how we'll continue to provide you the highest level of service in the HVAC industry:

You expect a fast response from us regardless if we are on the road, on a roof or in our home office. Working remotely is part of our DNA as HVAC sales professionals and in addition to answering phone calls and texts, our sales teams are eager to put technology to work to provide more efficient face to face communication with you. These tools, such as virtual meetings, are already in place and being used every day. Additionally, our inside sales teams are also fully equipped to manage the quote and order process from beginning to end just as if we were in our sales office full time.

Finally, our Commercial Field Technical Consultants are eager to schedule virtual training for your technicians on Prodigy, RTU Installation and Start Up, MSAV and many more important topics. Lennox has been providing virtual training for several years and our expert trainers can help build up their skillset on Lennox equipment to ultimately reduce startup times and troubleshooting costs.

A reminder, please visit our website for up to date information on COVID-19:

<https://connect.lennoxcommercial.com/covidcommunications>

I never thought I would say that I am anxious to travel again...but I can't wait to visit with you IN PERSON very soon! Thank you for your business with Lennox!

Stay safe, stay healthy and wash your hands!



Chris Drury
Vice President, Commercial Sales