



HEAT TRANSFER PRODUCTS GROUP LLC.

3885 Crestwood Parkway, Suite 500

Duluth, GA 30096

Phone: 256-259-7400

Fax: 256-259-7474

March 17, 2020

Dear Valued Partner,

We hope this letter finds you and your families well as we are all living through this unusual time in our world with the COVID-19 crisis. During unsettling times like these, we take our values to heart and the decisions we make represent what we as an organization stand for – Respect, Dignity, Integrity, Trust, Honesty and Fairness.

At this time, there has been no direct impact on our business. However, here are some key steps we are taking to protect the health of our customers and employees, along with meeting our priority of delivering products to the market:

- All non-production focused management teams will work remotely through the end of March. This includes our sales and much of our customer service teams who will be working with you to establish regular contact through phone calls and web-based conferencing from their home offices.
- We have also suspended all visitors to our manufacturing site and warehouses to reduce the risk of transmitting the virus to our production and warehouse teams. Our goal is to keep our manufacturing lines running at full capacity to produce equipment for the market.
- We have strong production and inventory levels at all of our facilities. We are not aware of any supply-chain issues that could affect our shipments at this time, but we continue to work with our Rheem support team to monitor potential concerns
- We have a lot of online resources that are available 24/7 such as product data brochures, installation and operations manuals, submittal forms, technical data, access to finished goods inventory availability, etc. on each of our brand websites. Visit our brand websites at Russell.htpg.com, Kramer.htpg.com, Witt.htpg.com and ColdZone.htpg.com for the latest information.

We are here to serve you and help you service your customers. Together we will successfully manage through this unprecedented event. Stay safe and know that we are here to help. Thank you for your continued focus and commitment during this time.

A handwritten signature in black ink that reads "Mark Evans". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Mark Evans
VP & General Manager, HTPG