



2175 W. Park Place Boulevard
Stone Mountain, GA 30087
P (770) 465-5560 F (770) 465-5599
www.adpnow.com

March 20, 2020

COVID-19 Response

Dear Valued Customer,

We understand your business may be experiencing challenges due to the COVID-19 pandemic. While the impact on the HVAC market remains uncertain, we believe the need for HVAC equipment will continue. As such, we have taken steps to protect our manufacturing capacity and ensure we will be able to supply you the products you need.

At this moment, lead times are stable and our supply chain is strong.

Our factories, distribution center and headquarters have been, and continue to operate. We (like many of you) have implemented social distancing and work-from-home arrangements, but do not expect any major disruptions to our operations.

Past trends have shown that **consumer demand can turn up quickly** and changes outside of our control could potentially impact supply chains. Please evaluate your inventory position and ensure you have adequate stock on hand. Our message to be prepared remains consistent.

Your sales representative will be contacting you to answer any questions you may have.

If there are any other ways we can help you navigate through this challenging situation, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jared K. Hendricks', is written over a white background.

Jared K. Hendricks
Vice President & General Manager