



January 26, 2022

Dear Valued Customers and Business Associates,

Havtech strives to partner with commercial HVAC manufacturers that lead in both innovation and quality. Our commitment to delivering Innovative Solutions and Exceptional Service for you and all our valued customers is based on representing the very best manufacturers of commercial HVAC products through our team of expert sales engineers, backed by experienced service technicians and a committed parts team.

Our strong desire to be the best choice for our customers requires that we represent the best manufacturers and sell the best products as part of the commercial HVAC systems we stake our reputation on. While Havtech has been a leading and award-winning representative for AAON, effective February 13, 2022, we will stop quoting the AAON brand of HVAC equipment. We will focus on other manufacturers and products that we believe will deliver the best results for our customers.

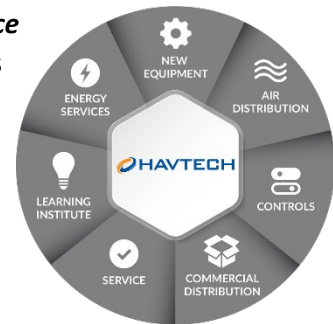
Havtech is committed to delivering ***Innovative Solutions and Exceptional Service*** and will continue to support customers with parts and service for all the brands we have offered, including AAON, while expanding our support for the leading brands like Daikin that we represent. Havtech will continue to honor warranty obligations that remain for the AAON equipment we have sold.

Our highest priority is making this an easy transition for you. Please reach out to your Havtech Sales Engineer or either of us regarding any active or pending projects. We will work to ensure those projects are handled seamlessly in this transition.

We will continue to upgrade and expand the products and solutions we offer to ensure your needs are met in a rapidly changing industry. As our product line card changes to better meet your needs, our commitment to delivering exceptional service is constant.

Havtech remains the largest local manufacturers' representative in the Baltimore, Washington, D.C., and Northern Virginia region. We represent [more than 70 leading manufacturers](#) in every category of commercial HVAC equipment and controls, including Daikin, the world's number one air-conditioning company. Also unchanged is our innovative approach to delivering the industry-leading expertise needed to support the entire lifecycle of your commercial HVAC systems.

We will also remain an independent, local business, with local principals who have over 60 combined years of experience in this region. Havtech is dedicated to [our core values](#) – including customer focus,





creativity and innovation, and teamwork – which allows us to cultivate trusted, sustainable relationships built on the highest ethical standards, both as a business and with our customers.

Havtech has been the authorized sales representative for Daikin for more than 25 years. Daikin has a proven track record of investment in innovation, development, and production, and has invested more than \$7 billion in North America since 1994. Daikin offers a full portfolio of the highest quality applied and commercial HVAC products, and shares our commitment to providing an exceptional customer experience. We're proud to represent the global leader in our region.

Please feel free to connect with us with questions. We appreciate your business.

Sincerely,

Joseph Roetering

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