

# LETTER FROM CEO

## Hunton Group's Coronavirus Customer Update

March 23, 2020

A Letter to Our Valued Customers and Partners.

Hunton Group continues to closely monitor developments of the Coronavirus (COVID-19) with a focus on protecting the health and well-being of our employees and customers while simultaneously continuing to offer the best-in-class service that our partners and customers have come to expect. Our employees fulfill many different roles, and for those that can work remotely, they are doing so. For others, we are following CDC Guidelines and social distancing practices. Whether you're at one of our buildings, warehouse docks, parts counter, or we are at your site, our associates look out, not only for their safety, but our customers too.

With that being said, I understand that our customers trust us to provide and protect their indoor environmental systems. We, at Hunton, consider ourselves essential to the goal of "flattening the curve" and want to ensure them we are doing everything we can do to safely serve you, understanding that your indoor environment is critical. At Hunton, we are open for business. We may look a little different than usual over the next few weeks, but safety has always been a top priority for us here at Hunton.



*The following information is offered to customers as a courtesy:*

### **Hunton SMART Services**

Hunton Services offers remote client support through Hunton SMART Services which enables us to see your facility and remotely access and maintain your facility's systems and assets. Through Hunton SMART Services, we can either fix or diagnose any issue prior to our Service Engineer's arrival, allowing us to minimize on-site time. If you are not familiar with this service, please ask your Hunton Sales Associate. **For Hunton Services call: 713-643-8336**

### **Hunton Rental Solutions**

Hunton Rental Solutions serves the commercial, hospitality, healthcare, institutional, and industrial markets in and around the Houston area. Rental equipment and services are readily available. If you need power and/or temperature control for outdoor triage areas, give us a call: 713-643-8336. **For more information, [click here](#).**

### **HVAC Equipment, Parts and Supplies**

Hunton Distribution remains open and is fully operational; however, we do have new protocols in place during this time. Customers may call ahead with orders, and we will provide your part/supplies or equipment to you outside. Please call 281-486-8661 to place your order or to alert our staff that you are on site and ready to pick up your order. We'll then make sure you get your order while we practice social distancing. **For more information, please [click here](#) to see our external communication.**

Thank you for continuing to work with us as a partner. Please reach out to us via email if you have any questions or concerns at [communications@huntongroup.com](mailto:communications@huntongroup.com).

Stay healthy,

Richard O. Hunton, Jr.  
President and CEO

