



To our Customers & Partners,

As the situation with COVID-19 continues to evolve, I want you to know that we are focused on protecting the health and well-being of our associates while maintaining our commitment to do what is right for our valued clients and partners.

**Our entire operation remains open and fully operational.** Here's a summary of our plan as we navigate through the uncertainty:

**SALES & SUPPORT:** We are working whether from the office or remotely. Our sales team has the right technology tools to continue to serve you as we always have.

**TRANE EQUIPMENT AND SOURCE PRODUCTS:** All of our plants are open and functional. We continue to place orders every day to keep your projects moving.

**ONLINE CUSTOMER RESOURCES:** We have a library of resources available to support you. If you do not already have access to these tools please contact your sales rep or me directly and we will get you set up:

- Visit our [product page](#) online for full access of information on our products and services.
- [Brady's COVID-19](#) website keeps you up to date on our operations.
- [Comfort Site](#) helps contractors view and pay invoices or access IOM and other Trane literature resources.
- [Trane Design Assist](#) help contractors with quick controls layout and design.
- [Trane Official Product Selection System](#) helps contractors determine the best HVAC solution for their needs.

Please let us know if there's anything Brady can help you or your company during this time.

Stay safe and healthy,

Aaron Hughes  
Vice President, Sales  
[Aaron.Hughes@bradyservices.com](mailto:Aaron.Hughes@bradyservices.com)