



Your HVAC&R Business Partner

Monday 16th October, 2017

Dear Customer,

Please be advised that due to copper cost increases we are increasing our list prices on our copper tube and pair coil effective 6th November, 2017. We are sensitive to the impact these changes may have on your business and assure you that we have worked with our suppliers to minimise the impact wherever possible.

Access to your 'Net' pricing and our 'List' pricing is available via the Heatcraft **smart@ccess** Online Customer Portal. You can gain access to this portal either by consulting your Account Manager, your local branch or by registering your interest at www.heatcraft.com.au.

We thank you for your continued support and assure you that Heatcraft appreciates your business and that we are committed to continually making improvements that will add value to your business.

Kind regards,

A handwritten signature in black ink, appearing to read "Stuart Crabb".

Stuart Crabb
Director of Sales