



Your HVAC&R Business Partner

16th March, 2018

Dear Valued Customer,

Re: Refrigerant Price Increase

Please be advised that due to increases in raw materials from both local and global suppliers, along with additional costs from transitioning refrigerants to lower GWP alternatives, we are increasing our list prices on a number of refrigerants effective the 19th March, 2018. We are sensitive to the impact these changes may have on your business and assure you that we have worked with our suppliers and reviewed our costs 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 by consulting your account manager, local branch or by registering your interest at www.heatcraft.com.au.

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

Kind regards,

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

Stuart Crabb
Director of Sales - Australia and New Zealand

