



**To:** Bradford White Water Heater Customers  
**Subject:** Fire at Supplier Facility  
**From:** Matt Kozak, Vice President – Sales  
**Date:** June 15, 2022

Dear Valued Customer:

Late last week, we learned that a fire occurred at the manufacturing facility of one of our electronics supply partners. The fire caused significant damage to the facility's warehouse that stored both their component inventory and finished products. Production at their facility has been temporarily paused. Fortunately, there were no casualties reported.

This manufacturer supplies electronic components to Bradford White and another of our key supplier partners. At this time, both suppliers are developing recovery plans to bring production back on-line as quickly as possible. Concurrently, we are investigating alternative sources of supply to minimize disruption to our customers.

Unfortunately, this incident will have an adverse effect on lead times for several of our product lines, including some heavy-duty commercial gas products (eF Series<sup>®</sup> and Commander Series<sup>®</sup>) and residential heat pump products (AeroTherm<sup>®</sup> Series). The magnitude of the impact could vary by model. As we continue to assess the situation and receive updated information from our suppliers, we will determine the precise impacts to our production and share via the weekly Lead Time Report. We reserve the right to limit orders received to normal monthly purchase volume, or as production capacity will allow.

We understand this situation will impact your customers and their businesses. We plan to provide you with the most up-to-date information in the days and weeks ahead as we work with our partners to restore production and minimize disruption.

If you have any questions, please feel free to contact your Sales Representative, Regional Sales Manager, Director of Sales, or me.

Sincerely,

A handwritten signature in black ink that reads "Matt R. Kozak".

Matthew R. Kozak  
Vice President - Sales

cc: Bradford White Water Heaters Sales

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