

Dear ThermoSoft Clients and Partners,



We are all aware of the outbreak and spread of the Coronavirus (COVID-19) over the last two and a half months and the significant impact that it has had on people and communities across the world.

As a business whose No. 1 value is Safety, ThermoSoft has taken steps to mitigate the impact of COVID-19 by operating under a business continuity plan that is systematic, consistent and proportionate to support keeping you and our colleagues safe.

We continue to monitor what is a fluid and difficult situation and are reviewing all advice from the World Health Organization (WHO), national governments, and other relevant authorities. We are here to support you however we can in terms of protection and business continuity.

Our USA based manufacturing and distribution operations are running as normal (following all the recommendations of the CDC, WHO, and other relevant experts) with little or no delays. We have used all available tools to ensure that we remain available to you for help with your radiant heating needs.

Our website will remain open 24/7 and our staff will be available to answer your phone calls to provide the industry leading support that you deserve.

Everyone is aware that this is a very dynamic situation with new information coming to light seemingly on an hourly basis. We will do everything possible to keep you updated to any changes.

We have absolute confidence in the strength of the American people to persevere through these challenging days ahead. Throughout history we have seen the American spirit rise to meet any and all adversity, coming out at the other end stronger than before. Your loyalty and patronage are important to us and we will continue to do all we can to minimize the impact on our people and our customers. It is our intention to work with you to get through this and come out the other end strong and ready to support future growth.

Please stay safe!

Dr. Eric Kochman
CEO and President
ThermoSoft
www.thermosoft.com
847-279-3800