

To our Valued Reps and Customers,

As many of you have by now heard, our longtime General Manager, Greg Cichon, retired as of September 1<sup>st</sup>. He and his wife are relocating to their home in northern Wisconsin where he has a long list of projects planned to keep him busy. This was a bittersweet moment for us. We said goodbye to a leader and a friend but we are happy he has chosen the best future for his family and we are excited about the possibilities that come with change.

I am honored to have been chosen to take over the role of General Manager and continue where Greg left off. Carnes has a long history of providing quality HVAC solutions to the commercial and light industrial markets and our commitment to you in this regard will only strengthen. Building on the solid foundation set by our past, we must now focus on our future. Moving forward, we will be reflecting on how we can best serve our customers. From new product offerings to more efficient manufacturing to digital system improvements to customer service, we will renew our commitment to growth and to serving you. Our aim is to provide the best customer experience in the industry by offering value-adding products that fulfill today's air movement and conditioning needs while making your job of specifying, quoting, ordering, and supporting as seamless as possible.

If the last year has taught us anything, it's that the road ahead is anything but smooth. The current COVID-19 pandemic has challenged our businesses and lives in new ways, but we will come out the other side with a fresh take on what it means to live, work, and entertain safely. For decades, Carnes has offered products designed to create safer indoor spaces and this is more important now than ever. As these changes shape the future of our business, our partnership with you will be important as we work to navigate the ever-changing HVAC market.

Thank you for your past dedication to Carnes and I look forward to collaborating as we together find new ways to strengthen our businesses and provide safe, healthy indoor environments for our families, friends, coworkers, and communities.

Respectfully,

**Nicholas Howe**



General Manager

**CARNES®**

Nick has been with Carnes for over 10 years having started as a Product Engineer for the Ventilation Product Group. He holds a Bachelor's of Science in Mechanical Engineering from Michigan Technological University and a Master's of Business Administration with a Management emphasis from the University of Wisconsin Whitewater. He lives in Madison with his wife and two young sons and together they do just about every outdoor activity there is. In his (limited) spare time he enjoys working with his hands, usually woodworking, car & bike repair, home improvements, or LEGOS with his boys.

9/18/2020