



***Unitary Products
Technical Services
Service Tips Letter***

Letter: **ST-005-2018**

Date: February 27, 2018

To: All Unitary Products Branch Service, Sales, and Training Managers
All Unitary Products Distribution Service, Sales, and Training Managers

Subject: **Department Move, March 5th, 6th, and 7th**

Product: All Factory Support in Norman Facility

Summary: Technical Services/Consumer Relations Office Move

Johnson Controls DX Ducted systems will be moving their Technical Services/Consumer Relations departments into a new area as part of the Norman Campus remodel. We will have very limited staffing and return phone calls, emails and other communications will be delayed until moved systems can be reinitiated and tested for parity. We will make every effort to do this as quickly and efficiently as possible to ensure a smooth transition into the new area and keep our service interruption at a minimal level.

If you have any questions on this feel free to call Factory Direct Northeast Technical Services at 1-855-251-8267 and speak with a technical support representative.

Regards,
Thomas Hoffmaster II
York Factory Direct Northeast
Area Service Manager