



***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 5<sup>th</sup>, 6<sup>th</sup>, and 7<sup>th</sup>**

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. We would ask that distribution make note of communicating to their customers that the phones will be much delayed during this time. Thank you for your attention to this service matter, and we look forward to serving you.

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