



Welcome to the CUI Family!

CUI is excited to announce the acquisition of the L.E. Klein Company on June 1, 2023. We understand that as exciting as this is you're going to have a lot of questions during the transition and we'd like to do our very best to address those here for you.

The most important aspect of this entire process is to understand that the culture of service and knowledge that you've come to appreciate from L.E. Klein Co, is also what drew us to them and we absolutely don't want that to change. The Klein division of CUI will continue to operate from the Carrollton, TX facility with the same people and products you're familiar with. It's loud and clear that the philosophy of "Klein Cares" resonates throughout the dealer network and CUI wants to build on that.

What does this mean for you? There will be change, that's inevitable, but here's a list of things that aren't changing immediately.

- Don't forget the number you always call – it's staying the same!
- Don't forget the people you always deal with – they're staying the same!
- Don't forget the products you always order – they're staying the same!

What will change then, you ask?

- Access to many more product lines across all categories – Stoves, Hearth, Grill, Outdoor Room and Equipment
- Access to Inventory – CUI currently has over \$37 million in stock ready to ship today!
- Access to resources
 - Dedicated Technical Support Department comprised of 8 specialists with over 182 years of combined experience.
 - 8 specially trained Customer Problem Resolutions (CPR) Department for warranty and freight claims.
 - More Regional Warehouses
 - Simpsonville, SC - headquarters
 - Mt. Sterling, KY
 - Cullman, AL
 - Ocala, FL
 - Carrollton, TX
 - 20 knowledgeable Customer Service Agents
 - Access to www.cuiheat.com with live inventory, updated account information, online payment portal, and ordering platform at your fingertips 24/7/365.

Transition takes time and patience. Our goal is to make this transition for everyone, as smooth as possible. We have a lot to learn from and about you and vice versa...we get it. The only thing that has to change immediately is where you send your payments. Effective immediately your invoice will be coming from CUI and any and all future payments, including payments of past L.E. Klein invoices, should now be remitted to CUI.

Contact Information

Payment Remit to Address:

CUI
PO Box 934231
Atlanta, GA 31193-4231

Pay Online via ACH:

www.cuiheat.com

Headquarters:

CUI
1026 Old Stage Rd.
Simpsonville, SC 29681
Phone – 800-845-5301
Fax – 800-447-6854
Web: www.cuiheat.com
Email: orders@cuiheat.com

The entire team at CUI is always available to answer any questions you have about the transition. If you need any of us for anything please don't hesitate to call or email!

Courtney Clinton: VP of Customer Experience, 800-845-5301 x 243, courtneyc@cuiheat.com

Phillip Hosea: VP of Transportation & Facilities, 800-845-5301 x 221, philliph@cuiheat.com

Greg Kelley: VP of Procurement, 800-845-5301 x 297, gregk@cuiheat.com

John Perez: VP of Operations and IT, 800-845-5301 x 222, johnp@cuiheat.com

Mark Ewell: Credit Manager, 800-845-5301 x 226, marke@cuiheat.com

Tiffany Lockhart: VP of Marketing & E-Commerce, 800-845-5301 x 238, tiffany@cuiheat.com

We look forward to earning your business and hope to meet you at Klein Expo and Trade Show, August 22-24.



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