



Press Release

J.D. Power and Associates and McGraw-Hill Construction Reports: Lennox Industries Inc. and Bradford White Rank Highest among HVAC and Water Heater/Boiler Manufacturers in Satisfying Subcontractors

WESTLAKE VILLAGE, Calif.: 5 September 2006 — Lennox Industries Inc. ranks highest among HVAC manufacturers and Bradford White ranks highest among water heater and boiler manufacturers in satisfying subcontractors, according to the J.D. Power and Associates/McGraw-Hill Construction 2006 HVAC and Water Heater/Boiler Subcontractor Satisfaction StudySM released today.

The inaugural study focuses on how subcontractors evaluate and rate manufacturers of HVAC and water heater/boiler systems.

“Warranty and repair service play a particularly important role in customer satisfaction in these industries, due in part to the fact that both types of systems are complicated and need ongoing maintenance and replacement of parts,” said Burleigh Morton, senior director of research and analytics at McGraw-Hill Construction. “Understanding what is important to subcontractors is critical to success for these manufacturers. Fewer than one-fourth of subcontractors purchase products exclusively from one manufacturer, so problems will lead customers to seek out other substitutes for their current supplier.”

Overall subcontractor satisfaction with HVAC manufacturers is based on performance in seven factors. They are (in order of importance): warranty and repair service (23%); sales and marketing support (18%); ordering process (16%); product (14%); credit/billing (11%); delivery (11%) and price (9%).

Lennox Industries Inc. ranks highest in subcontractor satisfaction among HVAC manufacturers, receiving the highest ratings in four of the seven factors: warranty and repair service; sales and marketing support; product and credit/billing. Lennox Industries Inc. is followed in the rankings by Goodman, Trane (a division of American Standard) and York International, respectively.

The order of importance of the seven factors contributing to subcontractor satisfaction with water heater/boiler manufacturers is: warranty and repair service (22%), ordering process (20%); credit/billing (13%); delivery (13%), price (12%); sales and marketing support (12%); and product (10%).

Bradford White ranks highest among water heater/boiler manufacturers, with the highest ratings in four factors: warranty and repair; ordering process; credit/billing and product. Bradford White is followed in the rankings by Rheem/Ruud.

“Subcontractor satisfaction is greatly impacted by the accuracy and timeliness of receiving products ordered,” said Jim Howland, senior director in the real estate industries practice at J.D. Power and Associates. “Overall, 80 percent of subcontractors received their HVAC order on time and as ordered, and 93 percent received their water heater/boiler order on time and as ordered. This is a positive reflection on the importance the industry is placing on satisfying their customers.”

The study includes responses from 559 subcontractors evaluating HVAC manufacturers, and 323 subcontractors evaluating water heater/boiler manufacturers.

J.D. Power and Associates and McGraw-Hill Construction have also collaborated on three other related studies: 2006 Residential Window and Patio Door Architect Satisfaction Study, 2006 Residential Window and Patio Door Builder and Remodeler Satisfaction Study, and the 2006 Commercial Window and Door Subcontractor Satisfaction Study.

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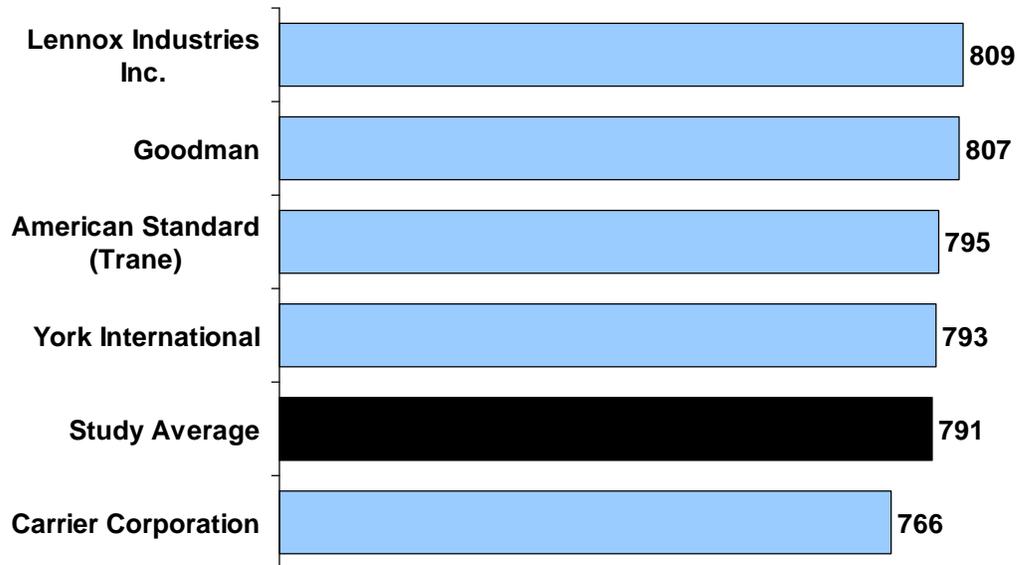
NOTE: One chart follows.

J.D. Power and Associates/McGraw-Hill Construction 2006 HVAC and Water Heater/Boiler Subcontractor Satisfaction StudySM

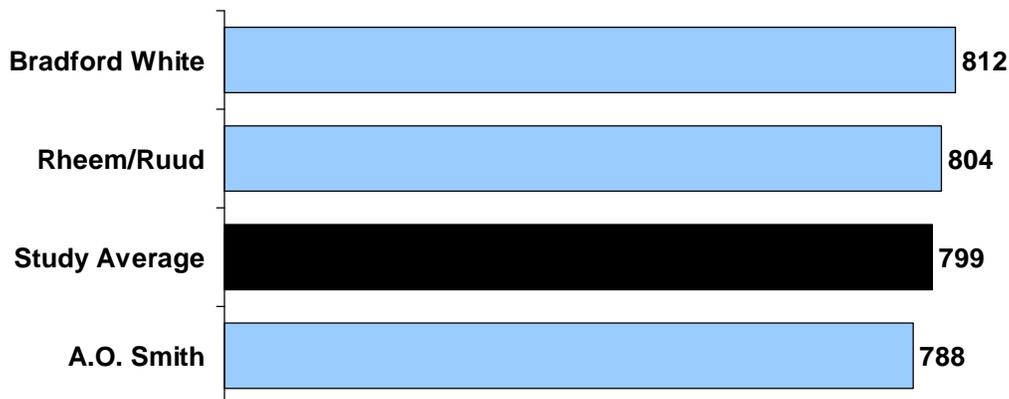
Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

HVAC Manufacturers



Water Heater/Boilers Manufacturers



Source: J.D. Power and Associates/McGraw-Hill Construction 2006 HVAC and Water Heater/Boiler Subcontractor Satisfaction StudySM

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