

Press

[Open letter from Max Viessmann and Thomas Heim to all partners of the company](#)

We stick together!

Dear partners of the Viessmann family,

At a rapid speed, the coronavirus is changing all our lives - both personally and professionally. However, despite constantly increasing case numbers and stricter regulations in our lives, we remain optimistic.

Because in recent weeks, we have experienced great team spirit, a great deal of pragmatism and a consistently positive attitude on your _ our valued partners' _ side and our 12,000 Viessmann family members. We have been deeply impressed by this. For over 100 years, it has been part of our company's DNA to always make the best out of every situation. This is precisely why we are convinced that, together with you, we will be able to master this enormous challenge.

Our joint effort _ both that of the manufacturers and that of the specialist trades _ is systemically relevant today because it is at the heart of people's lives and ensures the supply of heat, hot water and electricity to buildings and homes. Every faulty heating or air-conditioning system endangers people's health or even their recovery in their own homes. Also with every faulty cooling system, the correct storage of food comes into question.

Therefore, you personally make an essential contribution to the seamless care of people and their well-being. And this is precisely why you are part of the backbone of a functioning crisis management system. Consequently, our industry is an important part of the solution to this global pandemic. On behalf of all 12,000 Viessmann family members worldwide, we would like to thank you from the bottom of our hearts for your daily commitment to our customers!

At Viessmann, we always act as responsibly as possible in this difficult situation, so that you can continue your job as well as before. With a comprehensive package of measures, we are protecting all our family members worldwide very effectively. This enables us to maintain our production and ensure our ability to deliver, so that you can continue to support our common end customers. Your contacts in sales and service will also continue to be available to you. As well as of course our digital services, such as the online ordering system, will function without any restrictions.

So to our partners, we thank you from the bottom of our hearts! As the extended Viessmann family, we stick together _ especially in challenging times like these.

Press

It goes without saying, we are of course available to answer any of your questions or suggestions directly through our local companies.

Max Viessmann
Co-CEO
Viessmann Group

Thomas Heim
Chief Sales Officer
Viessmann Climate Solutions