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* * * M E M O * * *

TO: Our Dealer Partners
FROM: Don Cooper, Corporate Sales Manager
DATE: September 7, 2022
RE: 2022-0032 INFORMATION UPDATE: Designer Series Drawers—
Updated User Interface Module (UIM)

As communicated in April, all **current Sub-Zero Designer Series Column, Tall, and Drawer (IC, IT and ID) products were produced with an Updated User Interface** starting in May. The supply chain team has identified a solution to return the Designer Series Drawer (ID) products back to the original UIM. Production of the original UIM units will begin now with the serial number 5990000.

Current generation Designer Series Tall and Column (IT and IC) units will continue to use the updated UIM until the introduction of the New Generation Designer Series models. The controls for the new products (DET and DEC) have a different user interface and control and are not impacted by this supply issue.

Identifying Products Reminder:

You may remember that to help identify the updated user interface units when Sub-Zero began producing them earlier this year, they added the corner label shown below to all the impacted products. Note that the factory will stop placing these labels on the Designer Series Drawer products when they return to the original UIM, in addition to using the different serial numbers mentioned above.



Please contact your Territory Sales Manager if you have any questions regarding the information provided in this Memo.

Enclosure: 2022-0019 Memo Dated April 25, 2022
Current Designer Series Refrigeration-Updated User Interface Module (UIM)



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TO: Our Dealer Partners
FROM: Don Cooper, Corporate Sales Manager
DATE: April 25, 2022
RE: Current Designer Series Refrigeration—Updated User Interface Module (UIM)

Sub-Zero Group, Inc., is facing a component shortage related to the user-interface module (UIM) of **current Sub-Zero Designer Series Column, Tall, and Drawer product configurations.**

To mitigate this shortage, Sub-Zero Group has adopted an Updated User Interface solution that (1) enables continued production to meet increasingly important product-availability expectations and (2) delivers virtually the same functionality to Sub-Zero appliance owners.

Updated User Interface Experience Overview

The suite of user settings will remain the same, however, appliance owners will have the ability to access and operate settings in the following two ways:

-Updated User Interface

- On the unit
- Features the three most-used settings: On/Off, Ice On/Off, and Door Alarm On/Off
- Sabbath Mode is also supported
- Additional settings can be accessed and controlled through the Sub-Zero Group Owners' App via Wi-Fi or Bluetooth®

-Enhanced Sub-Zero Group Owners' App Experience

- All app functionality that exists today with access to additional settings for enhanced control view the Owners' App
- Allows user to operate and control the unit's settings remotely
- Connect to the appliance via Wi-Fi or Bluetooth®
 - The Wi-Fi connection allows users to register the product as well as operate and control the unit's settings from anywhere with mobile access to the internet
 - The Bluetooth® connection supports appliance owners who want access to all settings, but do not want to connect via Wi-Fi
 - Allows user to operate and control the unit's settings within range of Bluetooth®

Please find additional information about the Updated User Interface in the attached sell sheet.

Required Customer Communication

Beginning **early May**, all current Designer Series Column, Tall and Drawer products will be produced with the Updated User Interface. We request you **please communicate with each customer** awaiting an affected model(s), offering the following options:

1. Proceed with their current order, understanding that their unit will come with the Updated User Interface. At the time of installation, if interested, they may opt in for an original UIM. Replacement-availability time TBD
 - Note: It is important that the customer does not opt in until the product is delivered. Without a serial number, they cannot opt in for a replacement.
 - When the replacement is available, Sub-Zero will contact the customer.
2. Change order to new Designer Series model—available 2023

Installation and Replacement Opt-In Experience

At installation, appliance owners can scan a QR code in the unit to access explicit instructions on how to opt in for a replacement UIM along with how to operate the Updated User Interface and how to control their unit via the Owners' App and Bluetooth®. We are confident that the experience detailed above will exceed most appliance owners' expectations. However, if an owner would prefer a traditional user interface, they will have the opportunity to opt-in to receive a replacement UIM (when available). At this time, we are unable to predict when replacements will be available.

When the traditional UIM replacements are available, Sub-Zero Group Customer Care will contact opted-in owners, inquiring whether they are still interested in a replacement UIM. If so, Sub-Zero will ship a replacement UIM kit with instructions and an instructional video to assist the owner in replacing the module themselves. For additional assistance, owners may call Customer Care. When necessary, in the rare instance in which the task cannot be completed by the owner, Customer Care will assist with scheduling an in-warranty service call.

Additionally, when available, we will equip our service network with UIM kits to offer owners a replacement during service visits, regardless of opt-in status.

Thank you for your assistance communicating and implementing this change. While we understand this situation is not ideal, we are confident this solution will not negatively impact product availability nor the owner experience. If you or your team has questions or concerns, please work with your Trevarrow, Inc. Territory Sales Manager.