

Thursday, April 17, 2025

RE: Ongoing delay with La Cornue **CornuFé** and AGA **Elise and Mercury Dual Fuel Ranges**

Dear Middleby Residential Dealer,

This letter provides updates on the delay on dual fuel ranges under the CornuFé and AGA Elise and Mercury series. This disruption stems from the bankruptcy of a key component supplier, which affected the availability of a critical part used in the gas rail system. Although we acted quickly to onboard a new supplier, inbound inventory has been significantly delayed, creating a ripple effect in our production schedule. *We sincerely apologize for the inconvenience this has caused and the impact it may have on your business and customers.*

At this time, we anticipate being caught up on all AGA Elise and Mercury range production by mid-May, with inventory arriving to our warehouses late June/early July. CornuFé backorders are being fulfilled based on oldest order date, and backordered CornuFé containers will begin shipping at the end of May and continue throughout June. We anticipate having all backordered units delivered to Middleby warehouses by the end of July.

We will continue to monitor and communicate any change in timeline. In the meantime, we would like to offer a few alternatives. Before committing to any product change, please be sure to compare specifications and power requirements for alternate models.

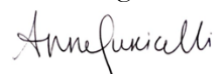
- **Change to Induction Units:** Middleby Residential is happy to offer your customer the option to change from a Dual Fuel model to an Induction model at the same cost. Additionally, we will offer customers the gift of a full set of Induction Cookware as an additional consideration. As a sign of our loyalty, Middleby is also prepared to incentivize the dealers opting to change the customer to an Induction unit.
- **Customer Incentive to Wait:** For customers delayed beyond our normal maximum lead time of 24 weeks, we are prepared to discuss a concession to the customer to wait for the desired model. Please note these will be discussed and approved on a case-by-case basis and only apply to ranges delayed beyond 24 weeks past order date.
- **Change to Comparable Viking Range Model:** There are several potential Viking alternatives, including some Viking ranges available with brass accents. We will refund any cost difference if selecting a less expensive model, as well as honor the paid price if opting for one of the more expensive Viking models listed on addendum. For details on closest Viking matches, please see addendum.

Middleby Residential is willing to communicate directly with your customer if you prefer. Please let this preference be known to me, your DSM or by allowing the customer to reach out directly via email or contact form:

- AGA Elise or Mercury Orders: aga@middlebyresidential.com or visit <https://www.agarangeusa.com/support>
- CornuFé Orders: cornufe@middlebyresidential.com or visit <https://lacornueusa.com/support>

We appreciate your continued partnership and understanding as we work to resolve this matter. Thank you for your patience and support.

Warm regards,



Anne Puricelli

President, Middleby Residential