



## Lennox Receives First On-Line Order for Heating/AC Products; Manufacturer's Electronic Commerce System Continues to Add New Enhancements

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DALLAS, Dec. 17 /PRNewswire/ -- Surrounded by officials of Lennox International Inc. (NYSE: LII) -- a worldwide heating, ventilation, and air conditioning (HVAC) manufacturer -- a Lennox dealer ordered the first Lennox product on-line over the internet today.

(Photo: <http://www.newscom.com/cgi-bin/prnh/19991217/DAF032>)

"This is a major step forward in efficiency and convenience not just for Lennox, but for our entire industry," said Bob Schjerven, president of Lennox Industries Inc. "Our electronic commerce system is fast becoming one of the major innovations by a company that, for 105 years, has led the HVAC industry in important new directions.

"This e-commerce solution will empower dealers to check pricing, confirm availability, check order status, and place orders real-time without having to interact with a Lennox employee."

Company officials said that subscribers to DaveNet(TM) -- Lennox' electronic commerce system, named after Dave Lennox, the company's 19th-century founder -- currently represent over 1,400 HVAC dealers across North America. Originally established in 1997, DaveNet continues to add new subscribers.

"Because of our commitment to develop a system with unlimited flexibility that is also easy to use, we're confident DaveNet is the way most dealers will work with Lennox in the future," Schjerven said.

E-HVAC: Coming to a PC near you.

According to Lennox officials, DaveNet already offers Lennox dealers access to a wide variety of service, training, marketing, product, and program information, including:

Overnight warranty claims: Most electronic warranty claims are processed overnight, with over 25% of Lennox' total warranty claims currently processed electronically.

Engineering data, service literature, and product information: Whether it's commercial, residential, or hearth products, all are accessible with the click of a mouse.

Lennox HVAC training services: Dealers can view complete class schedules, course descriptions, and register -- all from their desktop.

E-mail capabilities: With an on-line Internet connection, dealers can communicate with Lennox and most Lennox employees via e-mail.

Online Updating: Dealers can stay current and update DaveNet information by dynamically downloading from the DaveNet web site at any time.

Future enhancements to DaveNet.

The only limits to DaveNet will be Lennox dealers' expectations, Schjerven said. "We will constantly update and refine the system based on changing dealer business needs and feedback. As their needs change, so will DaveNet."

On-line product ordering through DaveNet will begin full roll-out across all of North America shortly after 2000 begins, company officials said.

Selling heating, ventilation, air conditioning, heat transfer and refrigeration equipment in over 70 countries worldwide, Lennox International Inc. is one of the world's leading companies specializing in climate control solutions. It is the parent company of Lennox Industries Inc., Armstrong Air Conditioning Inc., Heatcraft Inc., and Lennox Global Ltd. Lennox International stock is traded on the New York Stock Exchange under the symbol "LII." Additional information about Lennox International is available at: [www.lennoxinternational.com](http://www.lennoxinternational.com).

This news release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are subject to numerous risks and uncertainties that could cause actual results to differ materially from such statements. For information concerning these risks and uncertainties, see Lennox' publicly available filings with the Securities and Exchange Commission. Lennox disclaims any intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.

SOURCE Lennox International Inc.

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CONTACT: Karen O'Shea, Vice President, Communications and Public Relations of Lennox International Inc., 972-497-5258

CAPTION: DAF032 LENNOX INDUSTRIES, INC. Open for E-Business: Bob Schjerven, President, Lennox Industries Inc. (standing, right) cuts the ribbon on the computer used by representatives of Hammack Service Company (seated, middle) to make the first on-line order of Lennox products. Lennox, a worldwide heating and air conditioning manufacturer, says on-line ordering is the latest enhancement to DaveNet(TM); their e-commerce system.(PRNewsFoto)[KI] DALLAS, TX USA 12/17/1999