

Friday, March 27, 2020

To all Rane Bathing Customers and Supporting Associates;

I hope this message finds you healthy and taking the necessary precautions to guard against this pandemic for yourself and for the health and wellbeing of others. As we have heard many times over now, it is through our collective commitment that we will manage our way through this public health crisis. We all have our role to play in combating COVID-19, so with that being said, I will cancel our Rane Expo which was to be held in Sparta, TN on June 9, of 2020. We will begin planning for its reappearance in October, once we've weathered through this very unusual and uncertain spring.

I'd also like to thank so many of you who have reached out to us after the tornado earlier this month which had hit Cookeville, TN... a town only minutes away to the north, where many of our team members, their family and friends, live. We appreciate all your thoughts and well wishes, though... it is unfortunate, as I must report that our hearts are heavy with some sad news. I'd like to share and pay homage to a little girl who was just 5 years of age and a niece to one of our very own who works with us at Norcom in the South Plant. It's difficult and such a tragedy when someone so young has left us, and for the family, the time to grieve was cut very short based on current affairs. Share with us in your prayers for the family's anguish to subside, and that they find time needed for healing as best as they can and as soon as they can.

As the world continues to search for what the new normal will be, and for us being considered an ESSENTIAL OPERATION as we provide needed products to the professional Healthcare community, we continue to manufacture and have confirmed our processes are within the guidelines directed by the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html> and the State of Tennessee Governor's office. With only a few disruptions in power and a few computer issues from the storm earlier in the month, we have been able to stay on course and meet the ship dates to which our customers have asked for.

As for the immediate future, we have recently hired our newest team member, Mr. Matthew Langworthy, who is our internal expert in procurement and logistics. With his past being from the likes of Tenneco Automotive and Eaton Corporation, he's come in at a time where his expertise is being fully utilized in all aspects of his position. We had seen a few potential delays on components but with some fast calculations and quick work, Matt has already adjusted and will keep us on track for the interim as we plan for a more realistic pace beginning the 2nd half of 2020. Our customer service team will be reaching out to many of our customers confirming the timelines and ship dates with all orders currently in production.

As a reminder, all our Residential modeled tubs will now include the cable drain (a lever assist to the drain at the overflow) with a secondary safety chain that can be left intact or removed... no more rubber stopper. Also, the Residential tubs now have a Back and Seat Heater included within the "Supreme" package as well. For the Professional Healthcare, our RK12E / Erie has been especially well received and fits within a price point that Independent and Assisted Living environments are looking for.

As a last thought, somethings I'm working on for myself during this particular time which I use to say to my kids: wash your hands, keep your hands to yourself and keep your hands away from your face. Wow, it's much easier preaching it than doing it... I hope all of you remain healthy and safe!

Best regards,



Jim Jones

VP of Sales and Marketing