



## Service Experts Moves Forward on Performance Initiatives; Appoints New Key Senior Management

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DALLAS, Aug. 13 /PRNewswire/ -- As part of what president Jim Mishler described as "a continuing effort to focus on and accelerate our initiatives for improved company performance," Service Experts Inc. announced appointments to three key senior management positions in finance, operations, and marketing. The appointments become effective September 1.

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### Senior management appointments

John Hubbuch was appointed vice president, finance and will be responsible for all accounting and financial activities. Before accepting the Service Experts position, Hubbuch served as chief accounting officer and vice president for Lennox International Inc. He was also previously group controller for Lennox Industries Inc. and Heatcraft Inc., both subsidiaries of Lennox International. "We are extremely fortunate to have John join the Service Experts team," Jim Mishler said. "His extensive operational knowledge and enthusiasm for the operations side of business, combined with his strong financial leadership experience with improving underperforming acquisitions, will be invaluable as we work to meet our goal of improving shareholder value."

Mark Dolan was appointed national vice president, operations and will be responsible for the operations of all service centers in the United States. He will also focus on implementing strategic initiatives to drive operational performance. "Mark has been involved with our retail business since its inception," Mishler said. "He has an in-depth knowledge of our financial and operational systems and a strong leadership style focused on results. Mark's appointment will bring added focus on implementing best practices and driving our operational initiatives." Dolan was named vice president, finance of Lennox Retail Inc. in April 1999, which changed its name to Service Experts, Inc. in 2000.

Ian McKeen was appointed vice president, marketing and will be responsible for leading all Service Experts marketing and communications initiatives. He was director of marketing for Lennox Retail Inc., Lennox' Canadian retail division, from December 1998 to August 2001. "Lead generation is an important part of our business," Mishler said. "Ian has an extensive marketing background, an in-depth knowledge of our systems and practices, and highly successful experience with driving lead generation in an extremely competitive market."

### Progress on performance initiatives

In addition to the appointment of key senior management, Mishler said progress continues on several important performance initiatives. The previously announced restructuring is essentially complete in the United States, with some Canadian merger activity continuing through the remainder of the year. STARS implementation is 85% complete in the U.S., with follow-up training already in process for completed implementations. A standard payroll system has been implemented in most U.S. centers. Operations accountability has been rolled out and training completed in all U.S. centers, with the current emphasis on additional training.

"We are aggressively pursuing implementation of our stated performance initiatives and are encouraged by the progress to date," Mishler said. "We look forward to improvement in 2002 and beyond."

Service Experts is a subsidiary of Lennox International Inc. (NYSE: LII) A Fortune 500 company operating in over 70 countries, Lennox International Inc. is a global leader in the heating, ventilation, air conditioning, and refrigeration markets. Lennox International stock is traded on the New York Stock Exchange under the symbol "LII." Additional information is available at: <http://www.lennoxinternational.com> or by contacting Karen O'Shea, vice president, communications and public relations, at 972-497-5172.

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CONTACT: Karen O'Shea, vice president, communications and public relations of Lennox International Inc., +1-972-497-5172

CAPTION: DAM023-a LENNOX INTERNATIONAL SERVICE EXPERTS MARK DOLAN Mark Dolan, national vice president, operations, Service Experts Inc. (PRNewsFoto)[JL] DALLAS, TX USA 08/13/2001

CAPTION: DAM023-b LENNOX INTERNATIONAL SERVICE EXPERTS JOHN HUBBUCH John Hubbuch, vice president, finance, Service Experts Inc. (PRNewsFoto)[JL] DALLAS, TX USA 08/13/2001

CAPTION: DAM023-c LENNOX INTERNATIONAL SERVICE EXPERTS IAN MCKEEN Ian McKeen, vice president, marketing, Service Experts Inc. (PRNewsFoto)[JL] DALLAS, TX USA 08/13/2001