

Dear Customer,

As you have undoubtedly heard, the World Health Organization has declared a public health emergency over the global outbreak of novel Coronavirus (COVID-19), first identified in Wuhan, Hubei province China.

Our factory in Vietnam has not been directly impacted by government imposed closures, and opened after the holidays as scheduled on Feb 3, 2020.

Many of the components we use to build our products come out of China, and government imposed restrictions there are having an impact on our component suppliers due to such factors as, factory closures, employees being unable to return to work, logistics challenges getting components out of China and general production backlogs.

As a result of these continuing government imposed restrictions, we may see some production delays with respect to our product due to delayed delivery of components from our suppliers.

We are monitoring this situation daily. We will continue to work with our partners to ensure your orders are fulfilled in as timely a manner as possible, and we will provide you with more information on any orders that have been pushed out as a result of this government action.

Thank you for your understanding and support. Please contact your customer operations representative if you have any questions or concerns.

Best regards,

Thanks,

Graham Lafond :: Director, Customer Operations



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