



March 9, 2020

To Our Customers,

The health and safety of our team and customers is our highest priority. As the coronavirus (COVID-19) continues to spread throughout the country and around the world, we want to share some of the actions Mechatronics is taking to help protect both you and our employees.

As this situation continues to evolve, we are closely monitoring guidance from the Centers for Disease Control and Prevention and local health officials near our headquarters in Preston, WA, and around our manufacturing locations across the globe. We continue to rely on their recommendations and expertise to inform our decisions in each location.

As a result, we are:

- Increasing the frequency and rigor of cleaning and sanitization in our office environment, warehouse, and manufacturing areas.
- Based on the guidance we've received and the actions we've taken, our headquarters and factory locations remain open for business—at all our physical locations we're doing all we can to make sure our employees are safe.
- We have modified our paid time-off policies to ensure that our employees—including hourly employees—who miss work due to illness do not suffer loss of income or other benefits.

While our headquarters in Preston, WA and our manufacturing locations in Taiwan, Indonesia, and mainland China are open, with most production lines up and running, some component manufacturers in mainland China are not operating at full capacity. Mechatronics will proactively communicate with our customer/partners when specific details are made available. In the meantime, should you have any immediate concerns, please contact us at 800.453.4569 or sales@mechatronics.com

Mechatronics continues to make a majority of its AC, DC, and EC fan products in Taiwan and Indonesia. More than 85% of the products Mechatronics manufactures overseas are made outside of mainland China. With major manufacturing locations in a variety of countries, Mechatronics remains a strong and well-positioned supplier for today and the future.

For customers experiencing supply shortages from other suppliers, Mechatronics will transparently offer alternatives, and review the best course of action to ensure stability to our customers' supply chain.

All of us at Mechatronics understand that this issue is cause for concern to many, and we offer our deepest sympathies to those who have already been affected. Rest assured that as circumstances continue to develop, one thing will remain the same: We are making our decisions with the health and well-being of our members, customers, employees and communities as our highest priority.

Sincerely,

Shawn Psachos
Vice President
Mechatronics Electrical Group



Country of Manufacture/Origin by Part Number Prefix:

Mechatronics Series Prefix	Country of Origin
UF	Taiwan
G	Indonesia
F	Indonesia
E	Indonesia
B	Indonesia
LPT	Taiwan
IR	Taiwan
A	Indonesia
071xx	China
09xxx	China
PFG	China
UX	China
UM	China
UH	China
SGR	China
M	China
LPH	China
D	China