



May 5, 2020

To our Valued Dealers,

Since my April 13 update many things have changed, yet what hasn't changed is our gratitude that we have for your business and your continued support. Our entire team at Dynamic is working diligently to get back to same day shipping of your orders. We truly appreciate your patience as we all work through these delays in getting product to you.

What has changed is that the flow of information from our raw material supply chain and shipping services has become more volatile due to unexpected and unprecedented delays and circumstances on their end. This is not a blame game; it is what it is. As I mentioned in my last update, we are taking measures to deal with the things we can control. We have tripled our production capacity, and once the UV glass lamp manufacturers and other raw material suppliers meet the current spike in demand, we will be able to get back to inventory levels to accommodate for same day shipping to you as usual. Currently, the raw material coming in is not keeping up with our capacity to produce. With our long standing, solid relationships with our raw material suppliers, they have assured us that they will soon have the capacity to meet the market's demand now and into the future with this sustaining upward trend.

Likewise, our tripling of production capacity is not just to handle the current spike in demand, it is in preparation that this demand will not decrease back to pre-Covid-19 levels, yet we believe that it will have a sustaining increase. That's great news for everybody!

I realize that we have given you lead times that we haven't met. They were based on the information that we had at that time, and that information has been changing daily. We are hesitant to give lead times due to the volatility mentioned above. One example of many is the plant that manufactures our specialized cords for the RM units recently had to shut down completely due to a COVID-19 outbreak at the plant, which changed our lead times for RM units. Our relationships in this supply chain allowed us to retool another plant to accommodate this need and minimize the down time.

With the information that we have today our *projected* lead time for UV product is 4 weeks. Please rest assured that this is temporary. Meanwhile, we are having great success with homeowners accepting the Certificate of Ownership, in lieu of an immediate UV system install. They are very understanding of shortages, delays and the demand for our high quality, high output UV systems and are willing to wait for the best!

Thank you for your continued understanding and patience with this current situation!

Steve Mores

A handwritten signature in black ink that reads "Steve Mores". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

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