



KYOCERA Precision Tools, Inc.
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KYOCERA Precision Tools: Coronavirus and Supply Constraints Update

Dear Valued Business Partners and Customers:

As the rapidly changing COVID-19 crisis continues to impact our business and our livelihoods, our primary focus continues to be serving customers supporting critical infrastructure while maintaining the health and well-being of our employees, our families, and our communities. Below are the latest updates:

- All KYOCERA Precision Tools (KPTI) Customer Service, Technical Support, Field Engineers, and Special Quotations Departments are working remotely but remain fully operational. Please continue to utilize our associates and our online resources with any business needs:
 - Customer Service: 800-823-7284 (Option 1) or ctsales@kyocera.com
 - Technical Support: 800-823-7284 (Option 2) or cttechs@kyocera.com
 - Distributor Website: <http://mykpti.kyocera.com>
 - Customer Website: www.kyoceraprecisiontools.com
- Beginning Monday, March 30th, the KPTI East Coast Facility in Hendersonville, NC will follow **Critical Order Fulfillment** procedures put in place as a result of the Stay-at-home order issued by the Governor of North Carolina. This new mandate will impact order fulfillment of KPTI Indexable Product and mirrors the [procedures put in place for the KPTI West Coast Facility in Costa Mesa, CA](#).
- To ensure a safe working environment, a skeleton crew is in place at both the KPTI East Coast and West Coast Fulfillment Centers. Orders will be prioritized based on Critical Status as determined by the U.S. Government. All non-critical orders and services may be delayed until the facilities return to fully operational. Contact your local KPTI Commercial Representative with any questions or expedite requests.

Further updates will be provided in accordance with developments. Please continue to stay safe and follow the guidelines put forth by local and national officials.