



KYOCERA Precision Tools, Inc.
102 Industrial Park Rd
Hendersonville, NC 28792
Tel: 800-823-7284
Email: cuttingtools@kyocera.com
<http://kyoceraprecisiontools.com>

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KYOCERA Precision Tools: Coronavirus and Supply Constraints Update

Dear Valued Business Partners and Customers:

At this time, the KYOCERA Precision Tools (KPTI) Hendersonville, NC fulfillment center remains fully operational to ship indexable product orders. Please be advised that the operational status of the KPTI West Coast Facility in Costa Mesa, CA has changed to **Critical Order Fulfillment** due to the most recent declaration made by the Governor of California. This operational status will be in effect through April 6th. The following measures have been put in place to continue to service our customers that are deemed critical:

- **Critical Status**, as determined by the U.S. Government, are products supporting critical infrastructure including medical, defense, power generation and aerospace production.
- **Critical Order Fulfillment** currently only applies to Solid Round Tool Products, Printed Circuit Board Products, and Printed Circuit Board Drill Repoint Services. Non-critical orders and services, even those in process, will be delayed until such time as the facility returns to full operation.
- Customer Service, Technical Support, and Special Quotations are active, though working remotely. Phone and email support remain available from 8:00am to 5:00pm locally.

Please contact your primary KPTI Commercial Representative with questions, expedites, or assistance. These representatives have been asked to eliminate travel and support KPTI business partners and customers remotely during this time. They are willing to assist in any way possible and are further supported remotely by KPTI Commercial Managers.

Balancing the health of KPTI employees and the continued service of our customers continues to be of primary importance in these difficult times. Further updates will be provided in accordance with developments.