



To Our CEMTEK KVB-Enertec Customers,

We are open for business and continue to provide all of the products and services you expect and ready to help you in a responsible way. Like you, we have spent the last several weeks learning about coronavirus COVID-19 and how it is impacting our customers and our business and our staff. Prioritizing our customers and employees has been at the heart of what we do, and it is CEMTEK KVB-Enertec's core value that continues to guide our actions in addressing this challenge. We want you to know that we have taken immediate steps to keep you and our employees safe while continuing to operate. Most of our facility staff are now working remotely from home.

At this time we are relieved to announce that no employees have been infected and we are doing everything we can to ensure it stays this way.

Our Project Engineering and manufacturing teams are fully staffed, fabricating CEMS and analyzer systems and getting ready for Factory Acceptance Tests in both our Santa Ana, CA and Hatfield, PA facilities. We are currently not experiencing any supply chain issues with our vendors and we have a supplier surveillance program vigilantly surveying our vendors for any changes. Our Spare Parts team is similarly at full force with no delays in parts supply and shipments while working from remote home offices.

Hatfield, PA Office

The governor of PA has ordered all non-life-sustaining businesses in Pennsylvania to close their physical locations however we qualify under several different categories for manufacturing & supplying equipment to crucial industries. While we operate, we will do our part to minimize the spread of the virus by complying with social distancing recommendations and hygiene recommendations. Hatfield staff office staff are all working from home. The office will remain open and manufacturing operations and shipping and receiving will continue. We will continue to operate in this modified fashion as requested by the governor until further notice. Our Software Support and Development Teams are providing NetDAHS support and are fully staffed and ready to take your calls and after hours at our software support line while working from their home office. We are ready to assist our customers with reporting requirements while their staff are off site due to their work from home policies. We can support them remotely with our expert staff. DAHS support customers should follow the normal procedures for contacting us for support during & after business hours.

Santa Ana, CA Office

The governor of CA has ordered everyone to stay at home unless your business is part of the critical infrastructure however we ARE on the list of critical infrastructure businesses. We will observe social distancing and hygiene precautions while most of our office staff are now working from home. The office will remain open and manufacturing operations and shipping and receiving will continue. We will continue to operate in this modified fashion until further notice.

We will not be accepting non-essential vendor visits in either office, but if customers wish to come in for F.A.T.s we will accommodate them. We are offering video F.A.T. tests where a customer can connect and observe a F.A.T. remotely.

Our continuity of business plan covers all of our business segments including building equipment, supporting our customers calls, fulfilling parts orders, and servicing or repairing our customers CEMS while parts of the company are working remotely from home. Our business is not closed and will stay in operation in this modified fashion until further notice or until we are forced to close by the various authorities and out of an abundance of caution.

CEMTEK KVB-Enertec will continue to vigilantly monitor this situation around the clock to do all we can to protect you and our employees. We are working hard to keep you safe and healthy while at CEMTEK KVB- Enertec, providing the most convenient service possible!

We are all members of the same community, and I am confident we will get through this pandemic together. In the meantime, our heartfelt appreciation extends to the healthcare workers, local and national authorities, and all those on the front-line in the US and the world working to contain Covid-19. Please know that CEMTEK KVB-Enertec sincerely appreciates your business and your loyalty. For emergency hardware support call us at (714) 904-4404 for emergency software support call us at (267) 549-6648 and spare parts (888) 400-0200.

Wishing all the best to you and your family.

Sincerely,
Ty Smith
President and Chief Executive Officer