

Monday March 16, 2020

Dear Valued Customer:

At Puretec, we recognize the important role that we play in providing mission critical water treatment systems and services to our customers. The health and well-being of you and our employees are always our #1 priority.

As we navigate this rapidly evolving coronavirus (COVID-19) situation together, we want to share with you the extra precautions that we're taking at Puretec to serve you and minimize the impact to your business. While we don't know how long this will last, Puretec is strong and fully prepared to weather this storm.

We've spent the last several weeks preparing for how the virus may impact the industries and customers that we serve and initiated the following to mitigate the impact it may have:

- ***Implementing policies and practices to safeguard our Employees, Customers and Vendors***
- ***Offering flexibility to our workforce to minimize face to face contact, support working from home for those who may need it, and requesting for employees that are ill to remain home***
- ***Reviewing and identifying key operational areas and implementing practices to mitigate any disruptions***
- ***Being proactive with our suppliers to secure resources to continue uninterrupted operations and make sure that your water treatment needs are met.***
- ***Consistently monitoring developments and resources such as employees and suppliers to respond accordingly and remain fluid in our response to continue operations.***

We will continue to keep you at the center of our planning and decision making. Our sincere hope is that this event takes a favorable turn very soon and has no direct impact to you, your business, or your family.

Please contact your local Puretec representative or call 800-906-6060 if you have any questions. We are available 24/7.

Sincerely,



Jed Harris
General Manager