



April 2, 2020

RE: Coronavirus COVID-19

Dear valued HIWIN customer,
Considering the ongoing health concerns and increased uncertainty in connection with COVID-19, we would like to inform you of the following information:

We will monitor the current situation closely and inform you in the unlikely event that our delivery and service performance should be affected.

For USA, Canada, and Mexico specifically, we have sufficient parts stocked in the Huntley, IL facility ready to ship in as little as 24 hours. In addition, our factories in Taiwan continue to provide shipments and the production of new HIWIN products. Our facility in Huntley, IL is not affected by the current situation so far. In our facility, the production work stations have been spaced out in order to further minimize the risk of infection. For additional safety, we have reduced our on-site staff to essential personnel and have implemented an effective remote work program that allows our team seamless communication without interruption.

Technical support and customer assistance is still being provided by sales, customer service, and our engineering team by phone, web conference, or e-mails. Our outside sales force remains at the ready to either assist conventionally by phone and e-mail, or via a virtual visit (learn more below). We are excited to help & support you with any questions you might have.

Sales:

For virtual conference support, please reach out to one of our sales managers listed to discuss your project or learn more about HIWIN products.

Erik Olsen
erik@hiwin.com
847-226-4479

Alex Spaziani
a.spaziani@hiwin.com
843-287-8454

Brandon Lang
b.lang@hiwin.com
916-517-3284

Kevin McGillicuddy
kevin.m@hiwin.com
502-216-1408

Jim Zaso
j.zaso@hiwin.com
847-894-7945

Yours sincerely,
Joe Jou

President, HIWIN Corporation