



December 4, 2020

RE: Coronavirus COVID-19

Dear Valued HIWIN Customer,

Consistent with our August update we are pleased to say that our facility in Huntley, Illinois has not been affected by the current situation so far. All employees are on-site each day. We will continue to practice mask wearing, social distancing and frequent disinfecting, in both office and operations workspaces. We will continue to limit non-essential travel for all employees. We are compliant with Illinois Tier 3 Mitigations as an essential business.

Our factory in Taiwan has not had interruption in supply, and we have sufficient parts stocked in Huntley ready to ship in as little as 24 hours.

Technical support and customer assistance are still being provided by sales, customer service, and our engineering team by phone, web conference, or e-mails. Contact our sales either conventionally by phone and e-mail, or via a virtual visit. Manager phone contacts are listed below. We are excited to help & support you with any questions you might have.

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

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Yours sincerely,
Joe Jou

President, HIWIN Corporation