

January 26, 2024

Dear Valued Customers,

As we look back on the challenges and achievements of this last year, we are humbled by the continued support of our partners and customers. We are grateful for your business and the opportunity to serve you.

After a global pandemic, numerous supply chain interruptions and diligent manufacturing efforts to problem solve, we're proud to announce that **Inovonics has now returned to standard shipping lead times.**

Through these hardships, Inovonics has reprioritized its resources and invested in aggressive manufacturing changes including:

- The relocation of manufacturing operations within our current contract manufacturer's network to a facility with additional capacity and capability.
- The onboarding of an additional contract manufacturer to increase capacity.

These efforts have resulted in our ability to quickly begin to clear our backlog and return to normal order and shipping practices.

As operations continue to normalize, we ask that you work closely with us by providing future demand forecasts. Any insights on how we can best support you moving forward will help us to keep product readily available for your projects.

Thank you for your patience and open communication. We value your partnership and look forward towards the prosperous year ahead of all of us.

Best regards,



Robert McMaster
VP Supply Chain and Operations