



Dear Valued RPI Customer,

I would like to update you on what RPI is doing to support our healthcare community as we navigate the global implications of COVID-19. Assisting you with the service and parts you and your business need in a safe manner is our priority, and because RPI serves the healthcare industry, we will remain open with our regular business hours, Monday – Friday, 8:00 am – 4:30 pm (PST).

In addition, following are several of the proactive steps we have taken at this time.

- We are helping our employees and their families by distributing information and guidelines from the Centers for Disease Control and Prevention (CDC), providing sanitizing products at each of our employee's workstations, stopping all non-essential business travel, and instituting policies to assure employees who might contract COVID-19 that they can remain at home with confidence that their jobs at RPI will not be impacted.
- We have taken measures to ensure that our customer service, technical assistance, and accounting team members will be available to you without interruption of service. We are very much aware of the importance for you to be able to readily obtain the assistance from us that you need to effectively and efficiently run your business, and service your customers.
- We have contacted all of our vendors to determine whether we should anticipate any disruptions in our supply chain and delivery of our parts shipments. So far, the news has been quite good, with only a couple of potential issues with a few parts. Our Purchasing Department is keeping in constant communication with our vendors regarding the timeliness of deliveries, and we are placing orders for parts in advance or our normal timing in an effort to ensure the continuous availability of our parts for you.

With respect to the country of origin where our parts are manufactured, with very few exceptions, all of our custom manufactured parts including machined metal and plastic, injection molded rubber and plastic, PC boards, heating elements, overlays and keypads, wire assemblies and many other parts are manufactured in the United States. We are able to control lead times better with U.S. manufacturing, thus minimizing as much as possible backorders on our parts.

With respect to those RPI parts that are manufactured outside of the U.S., to be sure, much of what we sell such as electronic components and other common off-the-shelf items (including power plugs, connectors, switches, standard fittings, etc.) that are



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manufactured by large corporations, and sold to us directly or through distributors are manufactured in China, and other countries. In response to our inquiries, we have been advised by these companies that production, including in China, is resuming back to normal levels and any delays will be minimal.

Over the course of our 48 years in business, we have developed a truly excellent group of suppliers and manufacturers, and the collaboration that we have with them really shows in the quality of our parts. RPI, being ISO9001 and an FDA registered medical device establishment, also has rigorous procedures in place for monitoring the performance of our vendors, regardless of where they are located and what they produce for us. If circumstances change, we will keep you informed, and as always, our goal is to keep our employees safe, and to have all of our parts in stock and available for same day shipment for you.

Sincerely,

Ira Lapidis

President & CEO

Replacement Parts Industries, Inc.