



October 19, 2015

Dear Valued Customers,

I am writing to let you know that as of today our new chrome plating line is finally operational, albeit on a limited basis. We still have some systems and mechanical issues to correct, but the manufacturer is working with us to resolve them as fast as possible. Due to these issues we expect it to take us several weeks to get to full production capacity, and our lead times will surely suffer. We also, unfortunately, will not be able to extend any “premium time” services at this time for chrome plating.

Thank you for your patience with us during this effort. It has taken much longer than anticipated, but we are looking forward to this being a substantial upgrade in the quality of chrome plating we are able to achieve, limiting our impact on the environment and improving our ability to comply with regulations that continue to tighten.

Sincerely,

Timothy K. Backus
President and CEO