



April 17, 2017

TO: California Faucets Select Dealers

FR: Jeff Silverstein, President & CEO

RE: High Demand and Estimated Lead Times for Kitchen Faucet Series

Dear Select Dealer:

Thank you for your outstanding support of our award-winning kitchen faucet line. The good news: Sales have wildly exceeded our most optimistic projections. The bad news: It is temporarily straining our supply.

Translation? The estimated lead times on select parts of the kitchen line have been extended, in basic finishes by just a few days, but for exotic PVD finishes as much as a few weeks. While these occasional delays are indeed temporary, and do not impact the entire line, they are still unacceptable. I want you to know that we are working diligently behind the scenes to increase supply as fast as humanly possible.

In addition, we anticipate that over the next several months we may experience occasional "spot outages" in the kitchen line. We anticipate these occurrences to be limited and brief. As always, our customer service team will do their best to keep you informed.

As a company that has built its reputation on quick delivery and stellar customer service, we take even the smallest delays very seriously. So, we thank you for your understanding and patience during this brief growing pain. And, as always, we look forward to an excellent year with you in 2017 and beyond.

Kind Regards,

Jeff Silverstein
President & CEO