

ARROW-GRAM



2023-0018
May 18, 2023



Product Availability Delay

The Sub-Zero Group, Inc. has provided the information below regarding production and the corresponding order management updates needed for several key product lines. They realize the marketplace challenges this creates and are aggressively working through all issues to deliver quality products as quickly as possible.

Classic / Designer Series Full Size / Designer Undercounter

Since the last communication, production rates continued to be met and have increased as expected. However, now they are faced with a new supply challenge which will result in the need for customer order date adjustments.

The availability dates need reworking to align with the revised supply plan, which will result in 4 to 6 weeks of immediate delays for orders expected to ship over the next 4 months (see chart below). At this time, orders planned to ship beyond September or lead times for new orders will not be impacted.

Product Family	Anticipated Impact
Classic—42S/48S	Up to 6 weeks
Classic—All Other	Up to 4 weeks
Designer Column—All	Up to 4 weeks
Designer Tall—All	Up to 4 weeks
Designer Undercounter—All	Up to 6 weeks

Sub-Zero will continue to optimize shippable units based on all available components and variables. That means some models in these product families have begun shipping to customers without complete sets of door storage bins or dairy bins.

Continued...

Product Availability Delay—Continued

With a new qualified supplier for plastic door bins, they should soon see these components arrive for new production units and the customers who will receive units missing these components.

Units Shipping Without Door Bins

- Designer Series

- Three types of door bins—Dairy, Full, Shallow
- All designer units have the potential to ship without some door bins
- Each unit will have a minimum of 1 door bin—each unit has a total of 3-7 bins, if complete
- The call to action will occur at installation so the unit can be flagged to be made whole by shipping the missing components free of charge to the customer as soon as the supply line allows.

- Classic Series

- Units are only being shipped without dairy bins
- Same process as above for customers

Undercounter IceMaker

Sub-Zero has received notification of a quality issue with identified production lots of their OEM Undercounter IceMakers. While they work to understand the impact on the supply line, all IceMakers within the RDC network will be held. They will provide more information as it becomes available.

Order Adjustments

As a result of the challenges noted above, the teams have been working on updating the plan with the adjustments to production, fulfillment, and dealer order dates to be completed by Tuesday, May 23.

We apologize for the inconvenience and appreciate your continued patience during this time.

Please contact your Territory Sales Manager if you have any questions regarding the information provided in this ArrowGram.
