

Hello, Everyone,

I trust everything finds you well today. After the past week or so, you may have heard something about a fire at the Dornbracht manufacturing facility, and if you have heard something, you've probably heard many things. We wanted to take this opportunity to fill you in on the facts, and where things currently stand.

There was indeed a fire at a neighboring plant to Dornbracht Germany, which unfortunately, created extensive damage to one of the 5 Dornbracht buildings - the plating facility, to be exact. Because of this unfortunate development, Dornbracht has found the need to temporarily reduce their product program to a "core assortment", and will also be extending their current quoted delivery times. Although a letter was sent out over the weekend to many of our Dornbracht customers, we wanted to recap things for everyone's understanding -

1. Previously Placed Orders -
 - o Orders for which you have already received an order confirmation - we should be able to fill these orders, although we request your understanding and patience if the delivery times exceed previously quoted time frames. **By the way** - the fire also did some damage to the communication lines at the German factory, which means that currently Dornbracht Americas is unable to check on ETA's for orders that are already in house. It is anticipated that this will be rectified by the end of this week.
 - o Orders for which you have not received confirmations yet - will be reviewed on an individual basis. Once the American computer system can talk to the one in Germany, we will be able to inform you of the status and estimated delivery times for these orders.
2. New Orders - to ensure a basic supply for future customer requests, we will proceed as follows -
 - o Spare and Replacement Parts - will be prioritized.
 - o Orders Not Being Accepted -
 - Stock Orders - if you place an large order for a residence, please let us know so that we can give the factory a "heads up". This may help eliminate a call back from Customer Service initially rejecting the order because it is interpreted as a stock order.
 - Display Orders
 - X-tra Service Orders
3. Core Assortment and Delivery Times - the procurement of new plating capacities and the rebuilding of material supply are forcing us to temporarily have to confirm extended delivery times. I have attached a .pdf file which shows the available core product and the basic lead times for those items, but what follows is a basic summary of everything in that table -
 - o Chrome Only - for the next several months, Dornbracht will be a "chrome only" manufacturer. Hopefully, this will change sooner than later, but we would all prefer you plan accordingly than being mad at any of us for letting you continue with false hope.
 - o Lead Times -
 - 4 weeks for the following -
 1. Balance Modules
 2. Concealed Rough Parts (Dornbracht Bath)
 3. Concealed Rough Parts (Dornbracht Kitchen)
 4. Concealed Rough Parts (Villeroy & Boch by Dornbracht)
 - 5.

- 10 Weeks for the following -
 1. MEM (Bath)
 2. TARA.LOGIC (Bath)
 3. Meta.02 (Bath & Kitchen)
 4. Symettrics (Bath)
 5. TARA.ULTRA (Kitchen)
 6. Elio (Kitchen)
 7. Tara Classic (Kitchen)
 8. Tara. (Kitchen)
 9. Miscellaneous Accessories (Kitchen)
- 16 Weeks for the following -
 1. Symettrics Single Lever Mixer/Spouts (Bath)
 2. LULU (Bath)
 3. Madison (Bath& Kitchen)
 4. Madison Flair (Bath & Kitchen)
 5. SQUARE (V&B by Dornbracht)
 6. SQUARE Exclusive (V&B by Dornbracht)
 7. SQUARE Vogue (V&B by Dornbracht)
 8. CULT (V&B by Dornbracht)
- CANNOT BE ORDERED AT THE PRESENT -
 1. SUPERNOVA (Bath)
 2. Elemental Spa (Bath)
 3. Yota (Bath)
 4. eMote (Bath)
 5. eTech (Bath)
 6. Jefferson (Bath)
 7. Maro (Kitchen)
 8. Lot (Kitchen)
 9. LaFleur (V&B by Dornbracht)
 10. SOUL (V&B by Dornbracht)
 11. SOURCE (V&B by Dornbracht)
 12. SOURCE Flow (V&B by Dornbracht)
 13. CIRCLE (V&B by Dornbracht)

Additionally, complete details on product availability of these core assortment products will be posted and updated on the Dornbracht Professional website at "www.dornbracht-professional.com" shortly. In case you have not already registered here, please contact Dornbracht's Customer Service department, or simply log on to the site and follow the on-screen directions.

I know this all sounds a bit overwhelming, but the fact of the matter is that even though the lead times are being extended for the time being, **70% of all product that Dornbracht has sold over the past few years is still available right now.** And obviously, as the repairs proceed at the factory, we anticipate product availability and lead times improving. In the meantime, here is the "honest to God truth". If you have any questions (which I am sure many of you may have), please feel free to contact any one of us at Hot2Cold, or you can e-mail Rebekah Covay in our office at "rg@hot2cold.com". You also have our assurance that as we get more news and updates, we will most certainly pass the information along to you.

Okay, that will do it for the moment. I know the situation with the fire at the factory may create some obstacles for all of us in the immediate future, but we also remain confident that everyone involved will make it through these challenging times. After all, Hot2Cold and Dornbracht have chosen their business partners carefully. We have appreciated your support in the past (and will continue to do so in the future), and we trust you feel the same with such programs as Dornbracht's URAPP, etc. Thanks again for your patience and understanding, and have a great day!

Sincerely,

Jim Babbitt

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