

From: James Babbitt [babbitt@hot2cold.com]
Sent: Tuesday, August 11, 2009 7:58 PM
To: Jim Babbitt
Subject: 08-09 dorn factory update + professional site info w-o 8-10-09

Good Evening, Everyone,

I hope all of you are doing well this evening. As I told you in my e-mail last week regarding the fire at the Dornbracht factory in Germany, we will endeavor to keep you updated in a timely and continual manner with how things are progressing. Many of you have had questions this past week regarding orders you have placed with Dornbracht Americas - what follows is a quick and general breakdown of the different "classification" of orders that have been sent to the factory, and where things stand with each group:

Retail

1. Class 1 – these are all orders that Dornbracht Americas received prior to the fire (7/21/09). This includes fill-in, stock, display & x-tra service
 - Dornbracht should be receiving an update this week with regards to the status of these orders. At that point, we should be able to tell you which orders we will be processing, and unfortunately, which we will need to cancel. However, it may be a another week or so until the factory can tell you the exact lead time for the orders they will be able to process. Also, please keep in mind that for this category, it does not automatically mean that this PO will be cancelled if the order was for a display or x-tra service.
 - Once Dornbracht knows the status of the orders, they will call our accounts (you) to give you the appropriate information
2. Class 2 – these are all the orders Dornbracht received after the fire (7/22/09) and through July 31st (when the factory sent out the letter from Andreas Dornbracht to everyone)
 - The exact same guidelines apply for these orders as those described above as Class 1
3. Class 3 – all orders received after July 31st
 - Lead times - will follow the 'core assortment' lead-time schedule I sent you last week. If you need another copy of this schedule, please refer to the chart I have included following my signature line at the end of this e-mail.
 - **VERY IMPORTANT** – Dornbracht will not be shipping any product in Class 3 in less time than the assigned lead-time on the core assortment (i.e. Roughs have a 4 wk lead-time, which means that no one will receive any rough product - if this is a Class 3 order - prior to that 4 week time. Sorry, but there will be no exceptions).
 - For the time being, Dornbracht will continue to accept orders for product shown as not available on the core assortment (all finishes besides chrome, Supernova, Lot etc.), and we will fill them **IF** the product is available in our current inventory. If not, the factory will notify you that we cannot fill the order at the current time, and the order will be cancelled - it will not be entered into the system for further processing.
 - There will be no x-tra service product shipped except that which will take care of problems/warranty issues. Please keep in mind, however, this does not include any finishes besides chrome, since we only have the ability to plate product in the chrome finish at this time.

Project

1. Dornbracht is still working on the prioritization of the orders that we have in house. We should have a list shortly of all of those projects soon, at which point they will let us know which we ones they can ship this year, and which ones will need to be cancelled.
2. Dornbracht will **NOT** be able to ship any finished product for **new** project orders for the remainder of 2009. However, please be aware that the factory is still working on the potential availability of roughs for new project orders for the remainder of 2009 - as soon as we have any more information, we will relay this to you.

General Comments

1. Please do not call customer service to check stock – they still do not yet have the ability to check stock at this time. As soon as they are able to do so, we will be sure to let you know.
2. **Dornbracht Professional**'s product program information and Product Search features have been updated to reflect Dornbracht's currently available product status and lead times (in case you get tired of looking at the list I have included at the bottom of the page). On the Home Page you will now see an "i" icon that will directly link you to the latest news and product information in response to the recent fire. Both the PDF and Excel files including the core assortment of currently available products, delivery times, and product alternatives are also available for download from this section. The Product Search feature has also been updated to reflect the temporary product changes and all unavailable product lines or finishes have been crossed out. If available, a product alternative recommendation is also provided for currently unavailable products. In addition to showing the currently available products, the designated delivery icon of "A, B, or C" is provided next to the price information on available products. The Dornbracht Professional site's product program information and Product Search feature will be regularly updated to reflect changes as more product lines become available for production. For any of you (or your specifiers) that may not have access to the Professional site yet, it's simple - just navigate to www.dornbracht.com/professional and click on "apply for personal access here" to begin your on-line sign-up.

Home Page now displays information icon & link to downloadable PDF & Excel files on product availability, delivery times, and product alternatives:

Dornbracht-Professional

Dear Mrs. Smith,
Welcome to the Dornbracht business-to-business service portal.



SUPERNOVA
Let us take the sculptural quality of the fitting as the starting point for bathroom architecture. The result is an island in the room which places all of the functions and zones of the bathroom right at the very centre. A form of architecture which therefore becomes a solitary unit in itself. Upon closer inspection of the exposed design, it becomes clear that the high-gloss surfaces of the fittings constantly reflect the island's individual laguna-like water zones. It seems as though the fitting reflects the idea behind the architecture just as much as the architecture reflects the idea behind the fitting. You will find an overview of the range [here](#).



New products
Innovative ideas, exciting design, intelligent technology > [more](#)



Product search
Search our products with selectable criteria > [more](#)



Brochures
PDF product brochures > [more](#)



Temporary Product Changes
Updated product information in response to neighboring factory fire > [more](#)

Both PDF & Excel files for product availability, delivery times & alternatives are now available for download:

Latest news

Temporary Product Changes

August 2009

In response to a neighboring factory fire in Iserlohn, that has impacted our electroplating facility Dornbracht has temporarily reduced its product program to a core assortment and has extended our quoted delivery times into three segments: A, B and C.

For information regarding the core assortment product availability and extended delivery times please refer to the files (available in both Excel and PDF formats) for download below.

Product availability and delivery times can also be determined by using the Product Search feature. All unavailable products and finishes have been crossed out and product alternatives are listed if available. The delivery time icon of A, B or C is also shown next to the pricing information found in the Product Search. This information will be continually updated as more products become available for production and delivery times decrease.

To access the Product Search click [here](#).

 [Core Assortment and Product Alternatives Excel](#) (93,5 KB)

 [Core Assortment and Product Delivery Times PDF](#) (19,6 KB)

 [Dornbracht Product Alternatives](#) (34,4 KB)

Updated Product Search Feature:

News & Dates

Product Information

Service

Marketing

Info center

Technical data

Dombracht

Villeroy & Boch

New Products

Product search

Home
My account
My portfolio
My role
Teamportal
Imprint
Logout



A - Delivery time: 4 Weeks
B - Delivery time: 10 Weeks
C - Delivery time: 16 Weeks
Valid 07/01/09 - 06/30/10.
Prices in US \$. MSRP

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20728780



Three-hole lavatory mixer

- Non aerated flow
- US drain with overflow

This article cannot be ordered at this time.
Recommended product alternative: [20728785](#)

polished chrome -20728780-00- \$1,070.00
platinum matte -20728780-06- \$3,016.00
platinum -20728780-08- \$2,002.00

[Technical data](#)
[article description to clipboard](#)
[x-tra Service Request](#)

☐ choose

27532780



Deck-mounted tub mixer, with hand shower set

- 8 5/8" spout projection
- Fixed spout
- Non aerated flow
- xControl ceramic disc cartridges
- Backflow preventer included
- Automatic diverter
- 20 degree 1/2" nipple for shower
- Hand shower with descaling system
- 89" metal shower hose, consisting of 1 pc. 69" chrome plated metal hose and 1 pc. 20" flex line (two part hose design allows for servicing of finished hose from deck surface)
- 2 1/8" x 2 1/8" individual flanges
- 2 pcs. 1/2" x 1/2" x 16" flex lines
- 1 3/8" hole diameter

Hand shower water flow rate limited to max. 2.5 gpm
This article is temporarily only available in these finishes:

- polished chrome

polished chrome 27532780-00- \$2,436.00 B
platinum matte -27532780-06- \$3,655.00
platinum -27532780-08- \$3,070.00

[Technical data](#)
[article description to clipboard](#)
[Specification Sheet](#)
[x-tra Service Request](#)

Delivery time: 10 Weeks

As I stated last week, 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**. In the meantime, if you have any questions, 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". As as you can see by this e-mail transmission, 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 now. And without sounding too much like a "broken record", let me reiterate - we recognize the situation with the fire at the factory has created 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 an enjoyable evening!

Sincerely,

Jim Babbitt

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1. 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 -
 - 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.
 - 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)
 - 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)