



HOSHIZAKI AMERICA, INC.

March 24, 2020

To our many valued customers, partners and friends,

In order to support the efforts to combat the spread of COVID-19 disease, Hoshizaki America offices in Peachtree City and Griffin will suspend on-site operations and move our teams to telework to maintain effective business operations. We are pleased to support Georgia Governor Kemp's requests for citizens to shelter in place, made today.

A few of our Hoshizaki America distribution center operations throughout the U.S. have suspended activities and shifted to telework as well. We are still in business to serve your needs. Please check our website for more details www.hoshizakiamerica.com.

Our website locator can direct you to your local distributor for parts and equipment. www.hoshizakiamerica.com/locate-distributor. If this location is closed please note the following:

| Department | Hours | Service | Phone |
|--|-----------------------|---------------------------|---|
| <i>Technical Support</i> | 24/7 | Technical Service & Parts | 800.233.1940 |
| <i>Corporate Office Customer Service Distribution Centers Distributors</i> | 8:00-5:00 local times | Equipment Service & Parts | 800.438.6087 or Your local office |

Despite the uncertainties that lie ahead, we are here to support you and work our way through it together.

Hoshizaki Team