

PTi's COVID-19 Customer Support Policy Communication:

The State of Illinois, in which we operate, has recently issued a shelter-in-place mandate as a temporary order to minimize the long term impact of the contagion related to COVID-19.

However, in the meantime we are fully committed to offering our customers uninterrupted products and services (within the best of our abilities) during this difficult time and will continue to provide the highest level of services possible while taking appropriate measures to protect the health, safety and wellbeing of our employees as well as yours.

As of now, PTi is working with a limited work force, including in-plant and remote capabilities provided by critical staff members who will be available to answer any questions or concerns you may have via phone, email or video conferencing. Our after-hours automated phone attendant will be activated during this time and to avoid delays customers are encouraged to send emails and/or make contact directly via mobile phones.

AFTERMARKET SALES AND SERVICE staff is available via mobile phone or email to handle any immediate concerns you may have. Customer Services and Engineering Support are available to assist you should you have any questions or concerns at 630-585-5800, or at the PTi Customer Care 24-Hour Service Hotline, 1.877.613.0116.

Gary Kemp, Aftermarket Sales & Service Director, gkemp@ptiextruders.com, (630) 806-1618

Orlando Ruiz, Service Manager, oruiz@ptiextruders.com, (708) 752-5840

Gloria Navarro, Aftermarket Sales Manager, gnavarro@ptiextruders.com, (630) 229-8324

ENGINEERING staff are also available via mobile phone, email or VPN to handle any immediate concerns you may have.

Dave Dorosa, VP of Engineering, ddorosa@ptiextruders.com, (630) 788-7410

TRAVEL RESTRICTIONS make on-site service calls unavailable at this time, but we will make every effort to provide service remotely and/or 'talk individuals' through the issues via phone and online-chat methods. Public and personal safety will remain the utmost concern, and we intend to follow all CDC, WHO, State and Federal guidelines for the continued protection of our employees as well as yours.

MANUFACTURING AND OPERATIONS will be limited during this time and function at a reduced capacity. Delivery commitments will continue to be a high priority, second only to employee safety and wellbeing. PTi wishes to assist in any way possible to ensure your operations continue without interruption. We encourage our customers to take inventory of any upcoming needs and let us know immediately. It is best to increase your stock levels for critical parts as lead times and availability may be compromised during this time, making it proactive that we both prepare accordingly and promptly address the matter before it becomes critical. We maintain constant contact with our suppliers who have staggered and minimized work forces and hours, but have indicated no major disruption in supply chain at this time. Should there be any drastic change in product flow or increased lead times relating to PTi operations, we will notify customers immediately.

John O'Neil, CFO, joneil@ptiextruders.com, (630)806-1359

Dan Carl, Manufacturing Manager, dcarl@ptiextruders.com, (630) 460-8936

PTi is committed to the success of its customers and will continue to communicate any changes that may impact them. We appreciate your business and partnership in the fight against this pandemic and remain confident that we will get through this together.

Stay Healthy and Safe!

PTi Processing Technologies international, LLC