



August 22, 2018

Dear Valued Watlow® Customer,

This letter is to inform you that after careful consideration, Watlow has decided to transfer a portion of the SERV-RITE insulated thermocouple wire to Pelican Wire of Naples, FL, hereon referred to as "Pelican Wire." Specifically, the High Temperature Ceramic and Vitreous Silica (-350, -355, -301 and -365) constructions will no longer be offered for sale by Watlow. Customers will still be able to purchase the other SERV-RITE wire constructions as well as mineral insulated cable (XACTPAK) from Watlow. Customers will have until September 31, 2018 to place final orders with Watlow. Although Watlow will try to accommodate all final orders, Watlow reserves the right to limit the size of orders during this period on a case-by-case basis. After that date, all parts can be ordered directly from Pelican Wire.

Watlow has already begun transferring both design and manufacturing knowledge of the product line to Pelican Wire. Pelican Wire already manufactures these constructions, so the transition is expected to be seamless. Additionally, all the equipment used to manufacture the wire will be transferred as part of the transfer. Pelican Wire will begin quoting and accepting orders on new and existing wire designs on or before October 1, 2018. All questions and inquiries for Pelican Wire can be directed to Pelican Wire's Sales and Engineering Team, by phone at (239) 597-8555 and/or by email at [sales@pelicanwire.com](mailto:sales@pelicanwire.com).

Watlow will continue to honor our one-year standard warranty from manufacture date on all wire shipped.

Pelican Wire is a longtime partner of Watlow, and we have every expectation that they will provide the same exemplary service. Customers outside the U.S. accustomed to ordering direct from Watlow will be able to order direct from Pelican Wire.

Watlow is dedicated to helping our customers through this transition and we are committed to work through any issues that may arise throughout this process. We will communicate additional information as we move through this transition. If you have any questions, please direct them to your local Watlow sales or customer service representative.

Thank you for your continued business and support,

Randy Brown

A blue ink signature of Randy Brown, written in a cursive style, positioned above a horizontal line.

Chief System Designer  
Watlow

Ted Bill

A blue ink signature of Ted Bill, written in a cursive style, positioned above a horizontal line.

President  
Pelican Wire