

ORDER LEAD TIME DISCLAIMER – 2025

To all valued Jordair customers and distributors,

As you may be aware there was an increase in worldwide supply chain delays and stock outages over the past few years. Jordair, like many businesses, was heavily impacted by these shortages for quite some time. At this point we are happy to share that most of our crucial parts are now readily available again, with a few exceptions. Certain components are still seeing delays of several weeks or months as an after effect of the supply chain shutdowns, and we are doing what we can to find alternatives where possible.

Jordair is also still seeing a sustained flow of production orders that is keeping our facility at, or above, production capacity. As always, we greatly appreciate the increase in your business, but it will naturally add to the strain on our stock and production schedule. We've taken many steps to compensate for this including hiring new staff, authorizing overtime as needed, and dramatically increasing our overall stock levels. We still ask for your patience and understanding as we do our best to estimate lead times and production schedules.

PLEASE NOTE: Lead times are rough estimates only and are subject to change

Jordair does not guarantee lead times for any equipment orders or non-stock items. We will continue to estimate timelines to the best of our ability on all quotes.

Production Orders

- Plan to order any compressor equipment several months before your required installation date
- Please issue a formal Purchase Order immediately after approving the initial quotation. If your order requires pre-payment or deposit, please ensure this is remitted as soon as the order is placed. Orders are not initiated in our system until after these steps are taken and payment is processed.
- If you are quoting a customer: please allow for longer lead times and advise them that lead times are best guess estimates only and subject to change. You may share this document as a reference.
- Expedited service is available on certain production orders for a 30% fee. This will place your order at the top of the production queue, but it is still subject to production time and component availability. Consult your sales rep to inquire about this option before placing the order.

Parts Orders

- Plan to order all required parts for service calls and maintenance intervals well ahead of schedule*
NOTE:*Any non-stock Bauer items, including the 1000h and 2000h block overhaul kits, require a **minimum of 6-8 weeks** lead time and are non-returnable
- For emergency repairs please let us know the exact parts required and mark it as a Rush Order so we can advise you if stock is available. Certain items may not have the option of expedited delivery.

Thank you from Jordair team!