

ORDER LEAD TIME DISCLAIMER

To all valued Jordair customers and distributors,

As you may be aware there has been a dramatic increase in worldwide supply chain delays and stock outages over the past year due to world events. Jordair, like many businesses, has been impacted heavily by these as we are seeing significant delays from a number of our most important suppliers. Many crucial parts that were readily available in the past are now taking several weeks, or in some cases months, to arrive at our facility. As a result we are often selling out faster than we are able to resupply and are facing new challenges regularly. Though we are doing everything we can to keep up, this is causing significant delays with both production and spare parts orders across the board. At the time of writing this we have an extensive list of outstanding backorders that are awaiting inventory from our suppliers.

In addition to this we have seen an influx of equipment and parts orders this year. Though we greatly appreciate the increase in your business, it will naturally add to the strain on our stock and production schedule.

PLEASE NOTE: Lead times are rough estimates only for all parts and equipment orders. Jordair does not guarantee lead times for any item or equipment. We will continue to predict timelines to the best of our ability but unfortunately we are at the mercy of our suppliers and we expect to see ongoing delays for new and existing orders.

Please be reminded that **expedited service is not an option** for production orders, we will work to complete each system as quickly as possible in the order they are received and when components are available.

We greatly appreciate your patience during these challenging times. We are taking measures to increase our overall stock levels and have expanded our production team to help reduce delays where possible. But we are also asking that our customers take the following measures to assist in streamlining the process for your benefit:

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.
- If you are quoting a customer: please allow for significantly 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.
- Advise us when possible of any significant orders that you expect to submit within the next few months

Parts Orders

- Plan to order all required parts for service calls and maintenance intervals several weeks ahead of schedule*
- 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. Express air shipping can be provided for stocked items upon request.
- Please reduce bulk orders whenever possible. If they are necessary we ask for your patience as we will have to prioritize production orders and emergency repairs.

*Any non-stock Bauer items, in particular the 1000h and 2000h valve overhaul kits, require a **minimum** of 4-6 weeks to arrive from Germany.