



6723 Odyssey Drive Suite 3 // Huntsville, AL 35806 // (877) 982-7888 // [synapsewireless.com](http://synapsewireless.com)

March 19, 2020

Dear Customer,

To ensure we continue to keep customers and partners informed on COVID-19 supply chain impact, Synapse Wireless, Inc. is providing an update on our operations and supplier status.

Currently, our global suppliers are reporting no significant impacts to our supply chain. Although several suppliers in China were forced to delay shipment in February due to mandated precautionary closures, all suppliers have now resumed operations. Our planned inventory increase prior to the Chinese Lunar New Year allows us to continue meeting customer delivery schedules with minimal impact.

In terms of impact outside of China, at this time we are not seeing significant supply chain delays or shortages. Domestically, our U.S. headquarters in Huntsville, AL implemented precautionary measures to limit the potential spread of the virus, however we maintain the ability to deliver products and services within stated lead times. We have the necessary infrastructure to deliver our standard remote commissioning services and support to all of our customers during this time. For on-site commissioning projects, we can work with the customer to reschedule those to a future date or we can possibly convert those projects to be delivered remotely. Our operational hours continue to be 8:00 – 5:00 CST Monday – Friday.

We will keep you informed of any significant impacts to our supply chain. In the meantime, if you have any questions about a specific order, please contact me directly at (256) 924-7320, or reach out to your Synapse Sales representative.

Best regards,

A handwritten signature in black ink that reads "Benjamin R. Goode". The signature is written in a cursive, flowing style.

Benjamin Goode  
Vice President, Program and Quality Management Systems