

Sunrise deliveries

Dear Customer

We are sorry to inform you that there is an obvious risk that our supply of the Sunrise product will be interrupted, or at least, limited. One of our suppliers has had a fire in their factory and the whole building was severely damaged. All production, clean rooms and stock of the component was lost in the fire. The supplier estimates that it will take almost one year to set up a new factory and production.

It was a newly developed component and one of the target uses was the Sunrise product. With not too many users of the component, this also means that there are limited quantities to find on the market. As this is a key component for the Sunrise product, it will take a redesign and maybe even changes to the specification before a new product release can be made.

We will be able to deliver most of the orders that we have received and acknowledged, but some orders placed we might not be able to fulfill. This means that we cannot guarantee that your order will be delivered until we have done a full assessment of all placed orders. We will send out re-acknowledgments of all orders that we can deliver later this week.

We have already started up the project and allocated all necessary resources to find a replacement component. Exactly how long time it will take to find a replacement and what the consequences it will have for the product specification is too early to say. Since the project has just started, we cannot say what the timeline will be. Next week we will know more about both the timeline and what our possible options for replacement are and we will do everything in our power to minimize the effect this will have on our ability supplying to you as our customer with the Sunrise product.

You will be able to follow the progress of this through your normal sales channel or our customer support team. Again, we are deeply sorry for any problems this will create and be assured that we will do everything we can to minimize the interruption in the supply of Sunrise.

Sincerely



Robert Jansson
COO