



March 16, 2020

Dear Valued Customer,

As the developments around COVID-19 continue to evolve, we want to assure you that supporting your business needs and maintaining continuity are Plasma-Therm's top priorities.

With your safety, and the safety of our employees in mind, we are encouraging the use of virtual and digital capabilities for business operations rather than in-person interactions, when available. Additionally, you can still rely on our Technical Service Group for 24x7 support services and questions.

We are proactively equipping our field service engineers with video conferencing and direct access to our factory based technical support teams, in order to respond remotely, should you require assistance in areas where travel is restricted by governmental policy.

The well-being of our customers and employees is of absolute priority, and we would like to assure you that the health and safety recommendations as outlined by the World Health Organization (WHO), the Center for Disease Control (CDC) and local authorities have our complete attention.

Any employee returning from the affected areas abroad – or those who have family members or housemates recently returned from these regions – have automatically been asked to self-quarantine for fourteen days.

We're committed to your support and keeping you informed through this rapidly changing situation. Please see our web site (www.plasmatherm.com) for our latest updates and please contact us directly with any questions.

Sincerely

A handwritten signature in black ink, appearing to read 'Jim Garstka', written over the word 'Sincerely'.

Jim Garstka

VP, Sales and Business Development