

April 22nd, 2020

Dear Valued Customers,

Hi-Tech Seals is a 30-year-old company that has branches in Alberta, Manitoba, Ontario, Quebec, Texas, and Louisiana. All locations have been deemed essential businesses and will remain open to serve and support our customers. This is because our seals, gaskets, mechanical seals, carbide components, ceramic products are used in critical applications across countless markets and industries, including:

- Medical Supply Companies
- Pharmaceutical Companies
- Energy Sector
- Food & Beverage Industry
- Transportation
- Utilities Sector
- Mining
- Agriculture
- Fluid Power

Our Rapid Seal machining, Rapid Gasket manufacturing, and cast urethane production capabilities remain fully operation, as do key services such as our kit creation program, drafting and design services, laser engraving, and ink jetting. Our Engineering department has seen an increase in inquiries and is working on maintaining quick response times.

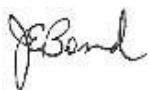
Our sales force continues to visit customers when requested. Front counter operations and procedures vary from location to location. To have a replacement seal measured or for walk in service, please contact your local branch for more information on. To ensure the safety of our staff and customers, we have implemented procedures that require staff to wear masks, gloves, and wash hands frequently, as well as have their temperature checked daily.

We continue to work to meet our customers' requirements and are open to the discussion of increasing stock levels should it be required. Depending on the product line, we currently carry enough stock to replenish 3 to 6 months' worth of inventory; based on historical and projected demand. For product lines such as rock bit balls (RBB), spiral wound gaskets (SWG), and ring type joint gaskets (RTJ), our supply chain partners remain open as they are located outside of India and are not affected by that country's current lockdown.

We are actively managing freight capacity and volatility concerns that are arising due to the Covid-19 pandemic. As air shipments from Asia continue to have restrictions placed on them, these shipments have received significant rate increases. In an effort to reduce freight costs, we are proactively managing our inventory levels, accommodating for longer than typical transit periods, and suggest to our customers that they plan as much in advance, where possible.

We appreciate your continued business and partnership and are here to assist you and answer any questions that arise. Stay safe.

Regards,



President

