

**TO ALL SMC China CUSTOMERS**  
**----We are insisting on isolating 2019-nCov but not our SPEEDY SERVICE**

To our respected customers and friends,

We hope all of you keep safe and healthy in such a serious period!

At the critical moment of fighting against the sudden and unexpected epidemic situation, SMC China would like to express our sincere solicitude to all our customers, especially the customers in Hubei Province and other worst-hit areas, such as Zhejiang, He'nan and Guangdong Province. We wish all the customers stay in good protection and tide over the difficulties!

Due to the seriousness of the epidemic, local enterprises in most provinces are required to delay the time to return to work. SMC China is subject to the request of the state and the local government, actively take protective measures and resolutely prevent the epidemic outbreak inside. Meanwhile, as the supplier of key components for the medical, food and transportation industries, SMC is also preparing to resume production and endeavors to ensure our service for all the customers in all rounds. We promise:

1. If there is any need of industries relative to fighting against epidemic, we will respond instantly at anytime. If in such situation, please contact our local sales office.
2. We have stored nearly 3 months standard products, which will fully meet your daily order.
3. From Feb. 3rd, our domestic sales offices will fully return to work online to meet customers' requirement; At the same time, we have arranged our logistic system fully to return and the manufacturing system partially to return to work, in order to satisfy the urgent requirement of our customers.
4. Urgent technology support and service. Please contact with:  
Beijing, Shandong, Wuhan Area: 010-67885566-16670  
Shanghai, Zhejiang, Jiangsu, Nanjing Area: 18521363909

During such extraordinary time, SMC China will stay with you, hand in hand, to overcome any dilemma and difficulty! Under the leadership of Communist Party of China and the State, let us work together to fight against the epidemic 2019-nCov as soon as possible and return to our normal production and happy life!

Thanks again for your long-term support and trust for SMC China!

Sincerely Yours



**Mr.MaQingHai**

**General Manager**

SMC (China) Co., Ltd.

Date : Feb 2<sup>nd</sup> 2020