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SOLUTIONS FOR EXTENDING EXCHANGER LIFE

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April 1, 2020

RE: HydroPro Status Update: COVID-19

Dear Valued Customer,

As the global COVID-19 pandemic situation continues to develop on a daily basis, the health and safety of our employees and our clients continues to be our highest priority.

Rest assured that we remain fully operational and continue to offer uninterrupted service to meet industry needs around the world. In addition to email and phone support, we have implemented options for remote meetings, training, and technical assistance via videoconference to support our worldwide client base. Our office staff is working remotely, while personnel in our production and shipping operations follow recommended guidelines regarding social distancing and necessary sanitization precautions to ensure the health and safety of our staff, suppliers, and clients.

Should you have any questions or concerns at this time, please don't hesitate to contact us. We look forward to supporting your operations during these times of uncertainty. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Russ D. Wasson".

Russell D. Wasson
President