

June 1, 2020

Dear Valued ESP Partner:

We are excited to announce that ESP has entered into an exclusive distribution partnership with Hytec Dealer Services. Beginning June 1st, your ESP orders will be processed by Hytec and no longer facilitated by ESP.

In an effort to enhance your experience with us, the partnership between ESP and Hytec will provide our customers with the benefits and amenities that you've asked of us.

Hytec is the industry's leading source for factory-authorized repairs, service support, and factory warranty administration, providing quality solutions that provide imaging dealers with great savings. The vast majority of our ESP partners are already utilizing the full capabilities of Hytec and this partnership gives them the ability to single-source their power protection and parts from one vendor. Hytec's support and online ordering system will provide faster order processing times, same day shipping and an overall enhanced level of customer support. Now you will receive your orders faster and more efficiently, all while retaining your ESP direct pricing.

Although the transactional process has changed, all products will be backed by the same ESP warranty. In addition, you and your team will be supported by the dedicated sales team from Hytec that have been fully trained on the product line and can provide additional means of support for your company.

What this means for you:

Our records have indicated that you are currently a customer with Hytec. As such, nothing changes for you moving forward except now all your ESP orders will be placed directly through Hytec. If you are unaware of your customer information, please contact Hytec at 800.883.1001 ext. 3033 or email esporders@hytecrepair.com and they will make sure you have what you need to login and place orders.

We would like to thank you for your continued support of ESP and we are confident that this partnership will allow us to strengthen our relationship with you and provide an enhanced experience when working with ESP.

We will be extending a 7-day grace period to ensure that our partners have time to change the vendor in their systems without any disruption in product availability.

Hytec Contact Information:

Phone: 800.883.1001 Ext. 3033
Fax: 407-297-4310
Email: esporders@hytecrepair.com
Web: www.hytecrepair.com
Live Chat Available at Hytecrepair.com

Sincerely,

Dave D'Agostino
Vice President, Sales
AMETEK Electronic Systems Protection