



April 2, 2019

Dear Valued ESP Partner:

We are excited to announce that ESP has entered an into exclusive distribution partnership with Hytec Dealer Services. Beginning April 8th, 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 not currently a customer with Hytec. As such, Hytec has already set up an account for your company in their system to login to their website. Over the next several days a representative from Hytec will be in touch to give you your customer number, provide a new customer packet with the required forms to finalize your account set up, and answer any questions you might have.

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.

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Sincerely,

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