

FLUIDRA

Jandy | Polaris | ZODIAC

To our valued customers,

The new year is off to a strong start, with many of you reporting high consumer demand for pools and healthy project backlogs. At Fluidra, we are very optimistic about the 2020 season. That said, with the increasing news and concern regarding COVID-19 (coronavirus), we wanted to update you on the steps we're taking to help ensure that we all enjoy a successful year.

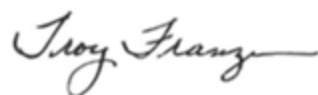
First off, we remain 100% dedicated to you, your business and to maintaining our high level of service, whether at your office, on a project site or via our customer support team in our Carlsbad, CA, headquarters. To accomplish this, we are doing all we can to keep our employees, as well as the customers we interact with, healthy and safe. We have provided our team with guidelines to help ensure that they are taking all necessary precautions to protect their health and yours—all in an effort to continue supporting your business throughout the season.

Next, we have received some questions regarding any potential disruption to product supply. It is important to note that the large majority of Fluidra products are manufactured outside of China and other areas currently affected by the COVID-19 virus. We have been monitoring our supply chain closely and, at present, do not see any significant impact to our supply. Depending on how the situation evolves, however, this status could change quickly, and were that to happen, we will notify you.

Lastly, given the dynamic nature of the COVID-19 pandemic, we are committed to keeping an open line of communication with you should anything come up that represents a potential disruption to our normal course of business. Our aim is to work closely with you in the coming weeks and do all we can to keep the strong momentum going through 2020.

We appreciate your support and, if you have any questions, please reach out to your local sales representative or call our customer support team at (800) 822-7933.

Sincerely,



Troy Franzen
President, North America

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