



1 Eclipse Road, Sparta, NC 28675

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August 9, 2024

Dear Customer,

In September of 2023, Amano Pioneer Eclipse Corporation (APEC) acquired Hire Technicians Group Limited (HireTech), the UK based manufacturer of wood floor sanding equipment.

You are receiving this letter because your organization has previously purchased products from HireTech North America.

Beginning on September 8, 2024, North America distribution for HireTech will be handled directly from APEC's facility in Sparta, NC. Please be aware of the following:

- Any product or support needs you have will continue to be handled by HireTech North America through September 7th. Please communicate directly with them.
- If you own or service American Sanders or DeWalt branded wood floor sanding equipment, it is likely that your organization is already an APEC customer. As of September 8th, you can order HireTech products using your existing APEC account.
- If your organization is not a current APEC customer, please complete a credit application to set up an account. Contact APEC customer service at apeccs@pioneereclipse.com or 800-367-3550 for assistance.
- Any payments owed to HireTech North America need to be paid directly to HireTech North America. Do not change any payment instructions for products purchased prior to September 8th.

- Payments for products purchased on September 8th or later, from APEC, should be remitted to:
Amano Pioneer Eclipse Corp
P.O. Box 890906
Charlotte, NC 28289-0906
- If you prefer to pay by wire, please contact apecar@pioneereclipse.com for wiring instructions.

We look forward to working with you and your organization. Please reach out to our customer service team, if you have any questions or concerns.

Best regards,

A handwritten signature in black ink, appearing to read "Tom Jarvis", with a stylized flourish extending to the right.

Tom Jarvis
Executive Director of Rental Sales