

EA Elektro-Automatik GmbH & Co. KG Helmholtzstraße 31-37 41747 Viersen

Viersen, June 17th 2021

Dear Partner,

Delays in Delivery

As you might have noticed, we are currently subject to a couple of disturbances hindering our manufacturing process and affecting our lead times as well as some delivery dates confirmed to customers.

We have recently installed a very powerful Fuji SMD assembly line, which took us longer than expected to proper commission. Adding to this, there were some delays in PCB supplies imported from Asia. Some limited number of COVID cases that we could quickly isolate, affected our manpower and since we are working in a split-shift system, currently we cannot do extra hours during the week, but only have the Saturdays for such extra work, which we are doing.

We expect to be back on track by mid of July and everyone in procurement, disposition and production are doing their utmost to get back on track timely. We have a backlog to cope with an average of two-to-three weeks of delay, though not applying to all products but some of the major 3Us and 4Us.

For the time being, we would recommend to communicate towards your customers our average lead times plus two weeks (up to 5 pieces) as buffer/reserve and, to not send urgent production inquiries for e. g. quicker deliveries or to pressure production to be in time, unless absolutely critical.

Please support us and calm your nervous customers if they approach you for urgent delivery requests, please be most selective in raising these to sales/production because our first target is to get back on track as soon as possible and from there, come back to respect our confirmed delivery dates and average lead time list.

Appreciating in advance your efforts in this sense, please do the possible so that we can jointly come out of this situation smoothly.

Best personal regards,

EA Elektro-Automatik

Wolfgang Horrig
Global Sales Manager