

March 10, 2022

Dear Valued Primera Customers:

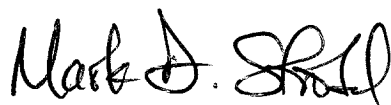
The global supply chain continues to experience immense pressure because of stresses caused by COVID-19 and related transportation issues. Consumers and businesses alike find it more challenging to get the products they want as quickly as they did only a year ago. At Primera, we continue to experience shortages of labor and parts, including FPGAs and motor driver chips, to build our newest products, including the LX3000 Color Label Printer and Catalyst Laser Marking System. Other Primera products such as the LX500, LX600/610 Color Label Printers, Eddie the Edible Ink Printer, and disc publishers have also been affected, but thankfully, not to the same degree.

We have a team dedicated to searching the globe to find additional IC vendors and other materials and to identify new ways of transporting goods due to the logistics challenges we all have experienced during the past six to eight months. Our primary goal at Primera is to keep shipping as much as possible to help keep you successful with our products. We will do our best, but some products will remain in short supply for the foreseeable future.

For updates, please do not hesitate to reach out to DTM Print (EMEA), Primera Asia Pacific (APAC), or call our Customer Service Team at the factory in the USA at +1-763-475-6676.

Thank you for your kind understanding. We hope that the supply chain, transportation, and other global conditions will improve soon.

Best regards,



Mark D. Strobel

Vice President, Sales & Marketing