



1671 93rd Lane NE | Blaine, MN 55304
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April 2, 2020

Dear Valued Customer,

We understand that many of our customers are considered “Essential” or “Critical”. As a supplier for many companies in the essential critical infrastructure workforce, we intend to remain open and operating as usual.

Customers that have critical parts required to maintain the continuity of functions critical to health and safety will be our top priority in the coming weeks. If we process critical parts for your company, please provide the following information to help us better expedite those orders.:

- Respond with the part numbers that are considered critical
- Include note on your Purchase Orders when you send parts critical to COVID-19
- Follow-up with an e-mail if possible so we know the parts are coming

If the parts we do for your company are essential but not critical to the treatment of COVID-19, please send us those part numbers as well and we will do our best to prioritize them. Non-essential orders will be processed as quickly as possible.

Thank you for your understanding and continued business.

Arrow Cryogenics, Inc
Management Team

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