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November 7, 2019

To Our Valued Customers,

As we believe we are the very last Battery Charger Manufacturer in all North America, we at DPI would like to take this opportunity to thank you for your business over the years.

During the past year, we have become aware of customers experiencing connector breakage on our chargers. DPI tested a connector from a USA-based supplier and were promised a better product than what the previous construction method offered. Although the new connector passed initial testing, it ultimately did not meet our high standards for our customers. We attempted to continue to work with the supplier to overcome the connector failings to no avail.

This letter is to inform you that we have dropped both the supplier and connector construction method and returned to our previous construction method. Please accept our sincerest apologies for any inconvenience you may have experienced.

We would like to offer you a discounted price on your next charger order. Contact our sales department at 1-800-334-5091 ext. 150 for pricing and availability.

A no-cost kit, P/N KITS0242, will soon be available for easy field replacement of connectors which may have failed.

Finally, we would like to introduce a new lineup of available and soon-to-be available products to you. These product releases are DOE/BC compliant and USA manufactured. They include a 10-channel multi-chemistry charger/maintainer and an 800W constant-power, on-board, weather-proof, high efficient, Bluetooth/LCD charger (24V through to 72V).

We look forward to continuing to fulfill your charger needs into 2020 and beyond.

Sincerely,

A handwritten signature in black ink, appearing to read "Tony Trigiani". The signature is stylized and cursive.

Tony Trigiani
Owner/President