

December 20, 2023



Dear Valued SYMETIX Customer,

The purpose of this letter is to inform you about our decision to end sales for new SYMETIX equipment, and plans for continuing to provide full service support for your installed SYMETIX equipment.

Key Technology, Inc., the parent company of SYMETIX, has reached a decision to end sales of all SYMETIX equipment, focusing future SYMETIX activities on the continued supply of parts and services to existing SYMETIX customers. The full complement of SYMETIX parts and service to which have access today, will continue to be available directly from your existing SYMETIX service contacts, ensuring your ability to continue to operate your SYMETIX equipment into the future.

We expect to be able to provide full support of your SYMETIX optical sorting equipment for a minimum of 3-5 years or more, and for SYMETIX polishing and vibratory material handling equipment for a minimum of 5-7 years or more.

SYMETIX customers have an opportunity to place last orders for new SYMETIX equipment until June 28, 2024. Delivery for those orders must be taken by December 31, 2024. Final orders for new SYMETIX equipment can be arranged through your SYMETIX sales representative.

Below is an outline of events and timing related to this announcement:

EVENT	DEFINITION	WHEN
End of New SYMETIX Equipment Sales	Communication to all SYMETIX customers of End-of-Sale status of new SYMETIX equipment.	December 20, 2023
Deadline for Final Orders for New SYMETIX Equipment	The last date available for placing customer orders for new SYMETIX equipment.	June 28, 2024
SYMETIX New Equipment End of Deliveries	Last date available for customer to take delivery of SYMETIX equipment orders. Manufacturing lead time is currently 22-24 weeks from time of order.	December 31, 2024
Service Support of SYMETIX Equipment Installed Base	The supply of services, repair parts and consumable parts to SYMETIX customers for continued operation of their installed SYMETIX equipment.	Ongoing through existing SYMETIX service channels.

For additional information regarding this announcement and to place service or parts orders for your SYMETIX equipment, please contact your local SYMETIX customer support representative:

In North America: +1 877 878 4631

In Europe, Middle East, India, Africa & China: +31 (0) 345 58 58 06

In All Other Locations: +1 877 878 4631

Sincerely,

A handwritten signature in black ink, appearing to read 'MA', with a horizontal line extending from the end.

Marco Azzaretti
Director of Products and Marketing
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