

CTK CORPORATION

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February 5, 2021

Dear Customers,

Re: Discontinuation of Supply of Products and Services

- 1) We regret to announce that we are obliged to discontinue repair, maintenance and product support of the following Hotmarker models, due to unavailability of their key parts and components:

Model	End of Production	End of Providing Repair/ Support Services	End of supplying spare parts
M-3 / M-3H	1994	March 31, 2021	December 31, 2021
H401 / H401FC	1994		
SP-1 / SP-1W	1999		
SP-1W (with CE mark)	2005		
H201-FC	2009	March 31, 2022	December 31, 2022
H301-FC	2010		
H402 / H402A series	2010		
SP2000	2015		

We would like to take this opportunity to ask our valued customers to consider replacement of any of the above listed models that you are using with a substitute product from our current product line.

- 2) Due to difficulty and unavailability of the essential components from the market, we are compelled to discontinue production and supply of Hotmarker M-3N/110-120V and M-3E in the near future.

We will continue to manufacture and supply M-3N and M-3E as long as our stocks of their parts last.

We will continue to provide our product support for these models for the time being.

We are sorry for any inconvenience this announcement may cause.

If you have any questions concerning this matter, please feel free to contact us at any time.

Sincerely,

CTK CORPORATION



T. Koizumi, Manager, Int'l Mktg.