



Valued Campbell Scientific Customer,

We are grateful for your business, and your success is our priority. Our teams have worked tirelessly to mitigate the impacts of the widespread pandemic and parts shortages on your business, the services you provide, and the measurement solutions you offer. We hope that you have been satisfied with our efforts to maintain clear and open communication and by doing all we can to provide reliable information and timely delivery of products.

Recently, you purchased a VOLT108, VOLT116, TEMP120, VWIRE305, or TDR200. Although we are working closely with several suppliers, we have been unable to obtain a reliable supply of the extruded aluminum case that houses the internal components of these products. The case contributes to the physical ruggedness and the appearance of the module. The timeline for availability of the external case is uncertain.

With your best interest in mind, we built a stainless-steel case using our in-house tools and expertise. Please see the example below:



This sheet metal case is an alternative to the aluminum extrusion and meets or exceeds the functionality, performance, and expectations of the original design. It has been fully tested and meets our stringent quality standards. We are pleased to continue providing the reliable end results of these modules, and we expect that—aside from an altered appearance—you are receiving an equal or better product.

Campbell Scientific, Inc.



If you have any questions or concerns about the product you received, I invite you to contact me directly. Again, we sincerely appreciate your business and the trust you have in Campbell Scientific.

Sincerely,

Josh Brown

Infrastructure Market Development Manager, Product Manager

Campbell Scientific

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