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May 13, 2022

## **Supply Disruption: Macroduct® Advanced Sweat Collection System Model 3710 SYS**

Dear Customers and Distribution Partners,

Due to ongoing complications and disruptions in the global supply chain, ELITechGroup Inc. (EGI) is currently unable to manufacture and deliver the Macroduct Advanced Sweat Collection System Model 3710 SYS until September or October 2022. ELITechGroup is doing everything possible to decrease the extended lead time and fill all open orders.

### **Background:**

EGI was informed by one of its key suppliers that one of the PCBA's used to manufacture the Macroduct Advanced Model 3710 will not be available for several months. The PCBA delay is the result of a shortage of precise electrical components necessary to manufacture the PCBA. As a result of COVID-19 and the global supply chain constraints, the lead time for precise electrical components has extended significantly.

EGI is working on its own and with multiple suppliers to identify and source the approved electrical components plus alternate equivalent electrical components so the PCBA in question can be assembled and delivered to us. Once we receive the requisite PCBA, we will resume manufacturing, testing, and delivery of this system and we will fill all open Purchase Orders.

We appreciate your patience and understanding as we work through this and other supply chain shortages and challenges. We remain at your disposal to answer your questions.

Best Regards,

Derek Pinnock  
Customer Service Manager  
ELITechGroup Inc.

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