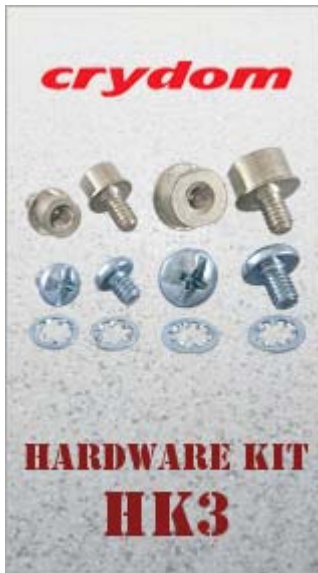


Dear Valued Crydom Distributor,



In support of the recent and on-going release of the new S1 Generation 4 Solid State Relay family, Crydom included a new available option, "K", to designate round stand offs installed on the relay's input and output terminals at the factory to facilitate those customers that were mounting printed circuit boards to the SSR terminals, or mounting the SSR directly to a main PCB assembly. This option (K) has proven quite effective for its intended purpose and remains available from the factory with standard lead time.

In support of the Generation 4 release, Crydom also introduced a new hardware kit, HK3, which offered 2 each of the same round input and output stand offs and screws used to make the "K" option, in a kit, so that S1 Generation 4 products already in the field could be retrofitted in those cases where the customer needed the printed circuit board mounting capability but did not order the "K" option versions. This kit was intended as a simple solution to expediently address those circumstances where the customer needed pcb mounting capability. However, Crydom has determined that mounting these stand offs in the field without the correct tools and training may result in inconsistent and unsatisfactory results for the customer. Therefore, Crydom is removing the HK3 kits (not the "K" option) from the market immediately.

Crydom channel partners should work with their Crydom Inside Sales and RSM teams to address any open orders and request RMAs for return of any HK3 kits in their stock. Further, Crydom will work closely with its Channel Partners to react quickly to any customer that has been determined to need the "K" option SSRs. To that end, Crydom Channel Partners are encouraged to place stocking orders for common S1 model variants that include the "K" option.

For further information, please contact Crydom Inside Sales, Crydom Regional Managers, Crydom Representatives or Crydom Tech support.

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