

FISHER & PAYKEL

19th August 2020

Dear Valued Customers and Partners,

As previously communicated we have been continuing to work through a series of complex challenges preventing us from fulfilling Spare Parts orders at a high and consistent rate from our new Port of Brisbane premises due to a number of extenuating factors.

We understand and appreciate the frustration and lack of visibility this has caused and are working extremely hard to rectify the situation ASAP and return our Spares operation back to full distribution capacity and parts to our technicians and customers.

Our initial backlog has decreased significantly, and whilst not at the level we would have expected enabling us to clear the entire backlog by the 24th of August, we feel confident that the majority of orders prior to early August will be fulfilled or in a position to be fulfilled by the end of the month.

We continue to review our operating structures and find ways of accelerating this recovery faster as we are acutely aware of the increased level of anxiety and frustration this is causing our customers, and internal Sales, Service and Support networks. We are also maintaining our focus on engaging support from throughout the business and externally with the view to continue to remove further bottlenecks, improve communication and visibility and return to normal fulfilment levels as quickly as possible.

We will continue providing regular updates and are committed to driving towards an outcome alleviating the pressure and frustration both internally and to customers and end consumers.

Best regards,

Ben Sheehan
General Manager Operations
Fisher & Paykel Australia