

FISHER & PAYKEL

Dear Valued Customers and Partners,

As we have recently transitioned to our new Distribution facility over the past number of weeks we have experienced multiple system and network issues which have severely impacted our ability to process and despatch Spares orders for our internal and external Service network and Trade and Consumer customers.

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

In order to fully recover and significantly increase our output moving forward, we have made the decision to temporarily cease fulfilment and shipping activities in order to reset our systems and processes and realign our operation to provide the best level of service possible. This has been a very difficult decision to take in light of the escalated feedback being received from our customers and service networks but one we feel will best benefit all stakeholders as we aim to resume normal operations very quickly.

This temporary halt will take place for the remainder of this week with normal operations expected to resume on Monday 10th. Our expectation is that our backlog will be clear and up to date by Monday 24th of August. We have engaged a significant number of internal and external resources in order to accelerate this process and reset our processes and systems quickly and we will look for every opportunity to return to normal fulfilment activity earlier if possible in order to minimise delays.

We will provide a further update prior to COB on Monday 10/8 and regularly thereafter.

We ask for your understanding, patience and support in assisting us to return to normal operations as quickly as possible and understand the pain and frustration this disruption is causing both internally and to consumers. We are working extremely hard to rectify this as our highest priority and provide a much stronger level of service and forward visibility.

Best regards,

Ben Sheehan
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