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Dear Valued Customer:

Intercept® warm edge spacer technology was first introduced into the North American window and door marketplace in 1992. This revolutionary process has provided to the window and door manufacturer, as well as IGU suppliers, a methodology of producing the highest quality, most cost effective and highest throughput warm edge spacer system in the world. Currently over 60 percent of all North American residential IGU's are produced utilizing Intercept technology.

Over the past 35 years, GED's US based operations have supplied to our customers, machinery platforms, software, service, training, and integrated systems that are world class in quality, productivity and technology. It is this commitment to excellence, engineered into each machine, that continues to show through when you look at the robustness and longevity of our products as well as technological advancements of our platforms.

We believe in building equipment that will provide many years of service. The fact that there are Generation 1 Intercept lines still in operation at customer locations is evidence of this core value. Since its introduction 20 years ago, we have upgraded the Intercept platform twice, with the most current generation, the i-3 Intercept, being launched 7 years ago.

Unfortunately as time moves on, so does technology. Every year it becomes harder and harder to try and repair and service old electronics. Controls and drives used in the older generation products have now been obsoleted by their manufacturer, and while GED has continued to inventory, repair, and service these systems, it has become extremely difficult and costly to continue to maintain them effectively. In most cases it is more expensive to reengineer and upgrade electronic platforms than to purchase the most current technology.

The changes in electronics as well as the age of these older generation lines have made it necessary for GED to put into effect changes within our organization. Effective September 1, 2011, GED will be implementing the following actions:

Generation 1 Intercepts

- Software upgrades will no longer be developed for this platform with very limited support on Windows based versions only.
- The original control system has not been available from the manufacturer for over 10 years. Currently there are a limited number of refurbished units in stock and available should there be a part malfunction. Inventory levels of operational refurbished parts are falling below what is necessary for GED to assure our customers of the ability to get a down machine up and running in an acceptable time frame. Because of this issue, GED will continue to require that when a replacement unit is ordered, the damaged unit must be returned so that we can attempt repair and place it back into service.

- The Power Tech motor drive systems used on the feeder press and roll former also are no longer manufactured. Refurbished units are still available but are becoming more difficult and costly to repair. The same return policy as used on the controller will apply here as well.

Generation 2 Intercepts

- Limited software upgrades and support will be available for this platform.
- The AB 1394 Series motion controls are no longer manufactured. However, refurbished units remain available and in stock.
- Intercept ThinPlate® and ULTRA® Stainless Steel is now the standard material platform for all Generation 2 Intercept lines

We understand that there will be many questions concerning the ability for your staff to service and maintain these lines. GED is still committed to provide to you the same level of parts and service you are accustomed to. However, it will become increasingly more difficult and expensive to do so on these older generation machines because of the ability to acquire the parts and services necessary to keep these older lines running.

These new policies are not meant to cause undue concern but rather to make you more aware of the issues facing us as older technology becomes more difficult to service. GED is committed to providing different solutions to help transition these older generation lines to a platform that will allow you to continue and supply to your customer without interruption, the most cost effective and highest quality, warm edge IGU family of products in the industry.

GED has available a variety of options to allow for our customers to upgrade or replace obsolete products to either the latest or at a minimum a more current Intercept platform. Your GED Sales Manager will be able to help answer your questions on which solution best fits your specific situation.

Don't forget to visit us in booth # 2549 at GlassBuild in September. This year we will be exhibiting our new R-5 IGU assembly system for duals and triples as well as the innovative ColorTRU PVC lineal coloring/wood graining system.

Thank you for your years of support, and we look forward to many years to come as a partner with you.

Sincerely,



Bill Weaver
CEO & President