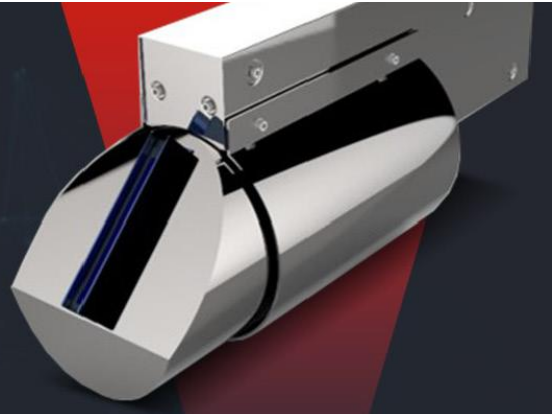


Expanding our reach to better serve you



Dear Valued Customer,

Here, we present our **Frequently Asked Questions (FAQ)** document regarding Process Metrix's upcoming relocation. As part of our commitment to transparency and clear communication, this FAQ provides comprehensive information on our strategic decision to relocate to a purpose-built facility in Lyon, France.

We understand that such transitions may raise questions, and this document is designed to address common questions about the relocation, its impact on our services, and the continued support for our valued customers. Please go through the sections below to find answers to your questions, and feel free to contact our dedicated contacts for more help. Thank you for your understanding and continued partnership.

1. Who will be providing my service/support?

Service/Support will continue to be carried out by the existing team, which will remain post-transition. Our field service engineers worldwide will continue intervening at the site as they are used to doing today. However, the technical back-office support will come from France instead of the USA.

2. Who can I call when I need service?

Your local contact will remain the same, and you can request services as you are used to today. Additionally, Vesuvius Process Metrix France will implement a specific hotline to provide technical support by the end of the year whenever necessary.

3. Where will Process Metrix have local warehouses and spare parts?

To ensure continuous service 24/7, we have created a global network of technicians equipped with all the necessary tools and spare parts. We will have two central spare parts storage locations: one in France for Europe and the rest of the world and the other in Chicago Heights (IL) for the Americas. Customers can place orders through Vesuvius Process Metrix in France or their local Vesuvius entity.

4. Will sales and service contacts change for customers in different regions?

All existing sales and service contacts in the regions remain the same. Our sales representatives will approach all customers with ongoing contacts to discuss and define the next steps.

5. What is the timeline for the relocation?

Effective 1st of July all our operations will be provided from our new facilities in Lyon, France.

6. How do you manage the time difference between my location and France?

The hotline will be organised to cover time zones in the USA and Europe.

7. Placing the orders. How will I pay for parts and services if the head office is in France?

Though orders for new equipment must be placed with Vesuvius Process Metrix France, you can still place spares and service orders with your local Vesuvius Entity.



8. I can't place an order in EUR. What could I do?

Vesuvius Process Metrix France can receive orders in both EUR and USD.

9. Who will be maintaining and supporting software development?

A software team settled in France will provide software support and maintenance. This team will consist of four software engineers, one of whom will be a legacy skilled software engineer from Process Metrix California.

10. Will the team from California be moving to France?

Though production, project management, and engineering will be transferred to the new facilities, all local support (field services, sales) will remain as they are today.

11. I have some ongoing contracts with Process Metrix LLC. What will happen to those contracts?

We will contact any customers with existing contracts in the coming weeks. Depending on the delivery dates, we may have to reassign the Contract to Vesuvius Process Metrix France.

Should you have any further questions, please feel free to reach out to the individuals listed below:

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