

Dear Valued Customer,

As you likely know, Hitachi Cable America has rebranded to Proterial Cable America, Inc. as of January 4, 2023. Proterial Cable America, Inc has taken over all existing Hitachi warranties, ensuring seamless coverage and support for your valuable investments. With this transition, we aim to maintain the highest level of service and extend our commitment to your satisfaction.

You may be wondering what this means for you as a valued customer, so allow me to address a few key points:

1. **Warranty Coverage Continuity:** Your current Hitachi warranties will be honored by Proterial without any interruption or changes. We understand the importance of safeguarding your investments, and we are fully committed to upholding the terms and conditions of your existing warranties.
2. **Uninterrupted Support:** Our dedicated customer support team will continue to be available to address any concerns or queries you may have. You can reach our support team through the same channels you are familiar with, including our website, email, and phone.
3. **Brand Transition:** You will gradually notice changes to our website, packaging, and communication materials as we integrate the Proterial brand. Rest assured that while our appearance may change, our unwavering dedication to providing exceptional products and outstanding customer service remains intact.

We truly value your ongoing partnership with us and appreciate your trust in our company. As we embark on this exciting journey, we assure you that our primary focus will continue to be your satisfaction and success. We are confident that this transition will be smooth and beneficial for you.

Should you have any questions or require further clarification, please do not hesitate to contact our customer support team. We are here to assist you every step of the way.

Thank you for your continued support. We look forward to serving you under the Proterial brand and exceeding your expectations.

Best regards,

Tom Stone
Vice President of Sales Proterial