



SeaStar Solutions®  
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Nov 1, 2017

Dear Customer,

Due to the changing market conditions and business priorities, SeaStar Solutions and NHK MEC have come to the mutual decision to realign our business relationship and ensure each company is providing the best possible service to our customers for the products we produce.

Effective January 1, 2018, all orders for NHK MEC products are to be placed directly with NHK MEC in Japan. All current open orders, and new KE orders placed prior to December 31, 2017, will be fulfilled and invoiced by SeaStar Solutions. If there are orders in place that will ship beyond December 31, 2017, SeaStar will work with the customer to fulfil that order. During this transition period KE product orders placed with SeaStar are non-cancellable or transferable. Effective January 1, 2018 all warranty and product returns are to be processed directly through NHK MEC in Japan.

NHK MEC will contact you directly regarding pricing and order process going forward.

Orders placed with NHK MEC must be emailed to Koyomi Agata at [agata.k@nhkmec.com](mailto:agata.k@nhkmec.com), and CC to Ken Kimura at [kimura.k@nhkmec.com](mailto:kimura.k@nhkmec.com) and Claude de Leseleuc at [cdel@nhkmec.com](mailto:cdel@nhkmec.com).

We have worked to minimize any disruptions or inconvenience to your business, and believe this move will ultimately benefit you as both SeaStar and NHK MEC will each be 100% focused on the products and services each company provides you and your customers.

If you have any questions, please feel free to reach out to your SeaStar Regional Sales Manager. After January 1, 2018 please contact one of the NHK MEC representatives when needed.

Best regards,

Shane DeWitt  
Product Manager – Electronics  
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