

January 1, 2024

Dear Valued Customer,

This letter is to serve as formal notification of the discontinuation of replacement part support for the Melink Intelli-Hood 2 (IH2) system, which was manufactured between 2005 and 2013. Due to component availability and the improved Intelli-Hood 3 (IH3) system, Melink will no longer purchase additional inventory to support IH2 after 6/1/2023. Component availability may extend beyond 6/1/2023, but once inventory is exhausted, it will not be replenished. Please know that we will continue to support all of our IH1, IH2 and IH3 systems with our technical phone support as we've always done in the past. If the system was installed before 2013 our technical support team will advise an upgrade of the system.

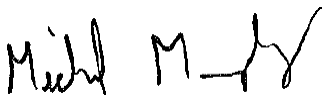
Should you find yourself in a situation in which your IH2 system can no longer be repaired, please consider an upgrade to our newest version, IH3. In addition to the significant energy savings that you're accustomed to seeing with your IH2 system, with IH3 you'll also experience the following improvements:

- Renewed 3 year warranty on all Melink provided parts.
- Remote Access - The Remote Access feature provides a wireless connection for system programming and performance monitoring. Performance reports at your fingertips so you can see exactly how well the system is performing in your building.
- BACnet (IP) - BACnet (IP) protocol allows for smooth interface to building automation systems.
- Optic Auto Calibration - Your optic sensors will automatically calibrate for optimum performance and reduced maintenance.
- Automatic Temperature Spans - The system's temperature probes will automatically adjust their temperature spans based on daily cooking loads and profiles. This further maximizes your energy savings.

For Melink to provide an accurate upgrade proposal, a complimentary survey of your facility can be arranged. This will enable us to devise an upgrade plan tailored to your 2025 budget.

Thank you for your continuing patronage and support as we strive to change the world, one kitchen at a time.

Sincerely,



Michael Murphy  
Director of Operations



Chad Banschbach  
Director of Sales