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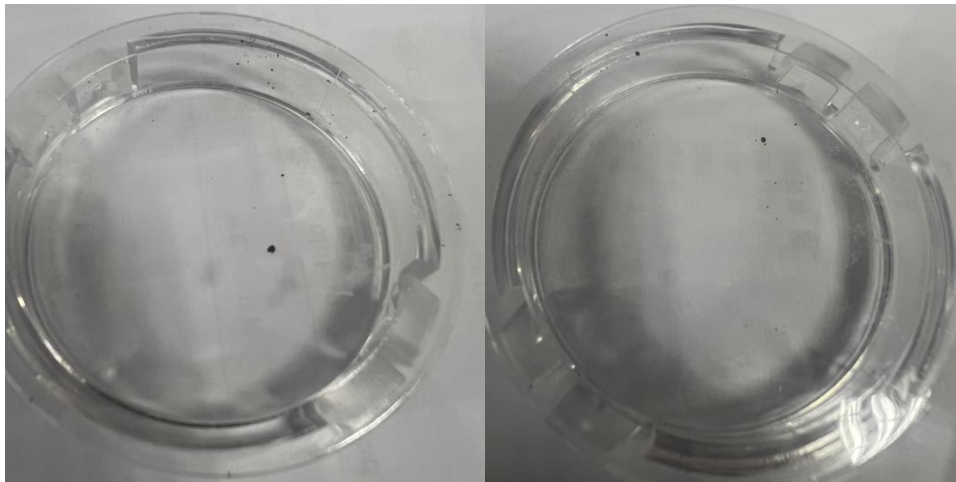
May 21, 2024

Clear Window Plugs

To Whom it May Concern,

Heyco Products Corp. is writing to inform you of a recurring color concern in our Clear Window Plug series. Any Clear Window Plugs manufactured from 2023-2024 may have a black speckled appearance, this visual anomaly occurs intermittently throughout each production run. We are aware of this issue and are working to improve, however, we cannot error proof the production process. As of May 20, 2024, we began overpacking each carton by 1% to accommodate for any parts with a speckled appearance; for example, if the label quantity is 2000pcs the label will remain the same, but the carton will contain 2020pcs. Please rest assured, the color concern is cosmetic only and the parts meet all form, fit, and functional requirements. We apologize for any inconvenience this issue may have caused.

Example Photos:



In conclusion, these parts meet all form, fit, and functional requirements and are acceptable for use. Please do not hesitate to contact us if you have additional questions.

Thank you,

Omar Mancio

Rev. Omar Mancio
Quality Manager
Heyco Products Corp.