



358 North Street | Randolph, MA 02368 | 781-963-7200

December 12, 2011

Dear Purcell Customer,

As previously announced, Purcell Technologies Inc.'s parent company - was recently renamed to CBT Technology Inc. In our ongoing efforts to better serve our customers and provide a higher level of service and support, effective January 3, 2012, Purcell Technologies Inc. will be formally merged into CBT Technology.

This move will enable us to serve our customers seamlessly for the entire portfolio of front panel and enclosure products including the Purcell, Triple E and Xtech products. Customers will be able to order all of our products via one purchase order, and coordinate with one sales and support team long term. Our goal - One Face to the Customer!

What does this mean for you - a Purcell Technologies Inc. customer? The key change short term is to update your supplier database to reflect CBT Technology Inc. as our company name, replacing Purcell Technologies Inc. In addition the Tax ID number and bank information for payments will also be changing. Details are included on the Corporate Fact Sheet located on the CBT Technology web site ([www.cbtechnology.com](http://www.cbtechnology.com)).

Information on the Purcell Technologies products will be accessible through our company web site [www.cbtechnology.com](http://www.cbtechnology.com). Click on Purcell Technologies and it will direct you to the product pages and related technical information. We will continue to offer a full range of Purcell products including brackets, and will be adding selected items to the online store for easier access. All drawings, data sheets, and technical specifications available on the current Purcell site will be migrated to the new site.

What is Not Changing:

- Manufacturing site
  - o All products will continue to be manufactured at their current location
- Point of Contact
  - o You will still be interfacing with the same contacts in sales and customer service in the short term. Long term - our goal is to insure we have our support team as close to the customer as possible. Hence - eventually we transitioning support for specific accounts based on geography. Information regarding these transitions will be forthcoming later in 2012.
- Service
  - o The same great level of service, quality, and support you have come to know from Purcell Technologies, Inc.





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The integration of Purcell Technologies Inc. into CBT Technology is an important step in our journey. We have included an FAQ at the end of this letter - with immediate details on how the company integration impacts you. We request you visit our company website at [www.cbtechnology.com](http://www.cbtechnology.com) for additional information. The newly updated Purcell product pages can be viewed simply by clicking on the Purcell logo on the home page.

If you have any questions/concerns - do not hesitate to contact either Jeff Snyder or myself. Our contact information is noted below.

Regards

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Jeff Snyder  
Director of Global Sales and  
Customer Relations  
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Frequently Asked Questions:

- 1) Does the company Tax ID number change?
  - a. Yes - The Company name and Tax ID will change. All details are outlined in the new Corporate Fact Sheet. The form is available at [www.cbttechnology.com](http://www.cbttechnology.com).  
*Please note: if you are a customer who currently buys Xtech or Triple E products - the CBT Technology company information will already be in your supplier base - therefore you do not need to add new supplier information.*
- 2) How are we notifying Purcell Technologies Inc. customers?
  - a. We will be reaching out to customers on a number of fronts. First will be an e-blast to all customers /contacts on record.
  - b. A notification letter will be sent to customers via mail also.
  - c. Notification will be posted on our web site and related social media
  - d. Press Releases will be issued to the media
- 3) What do customers need to do on Day one?
  - a. We encourage all customers to initiate the process of changing Purcell Technologies Inc. to CBT Technology on your supplier database as soon as possible. We will be able to accept purchase orders, payment, etc. for a period of time (no longer than 90 days) under the old name of Purcell Technologies Inc. However invoicing will be under the CBT Technology name .
- 4) What about existing customer orders to Purcell Technologies Inc.?
  - a. These will be fulfilled normally. The packing slip/invoice will be under the CBT Technology name. However we will have the brand logos present, and will be adding a label for an interim period to invoices to highlight for customers the company renaming.
- 5) What happens to Purcell Technologies products?
  - a. We will continue to offer the full range of Purcell products and services. All information will be accessible via our company web site - [www.cbttechnology.com](http://www.cbttechnology.com) . Simply clicking on the Purcell Logo on the home page will direct you to the Purcell technical and product information. In addition - we will be gradually adding a Purcell section to our online store to facilitate support for smaller orders.
- 6) What is the impact for ISO certification?
  - a. We will be updating the ISO certification to reflect CBT Technology Inc. This process will be completed within 90 days of the integration of Purcell Technologies into CBT Technology.