



December 8, 2024

Dear Valued Dealer,

As we approach 2025, we are implementing an important change to our parts purchasing policy. Beginning early next year, all sales of parts will be conducted exclusively through two channels:

1. **Authorized Dealers:** Customers seeking parts will be directed to dealers who have opted to participate in our referral program.
2. **Partstown:** For those not working with a participating dealer or if we don't have a dealer who would like to participate, parts will be available for purchase through Partstown.

This new policy underscores our commitment to supporting your business by driving more revenue opportunities to our brick-and-mortar dealers. **Please remember all parts sales are rebatable!** To be part of this initiative and receive parts referrals, we ask that you complete the attached form and return it to us by the end of the year. Please send this form to **operator43@smarkitchenservice.com**.

Our internal parts department will be available to assist with any parts identification or questions you may have at all times. By offering expert support, we aim to make this transition seamless and ensure your continued success. **Also, we've added parts breakdowns for each model on our website.** Along with operating tutorials for your use at <https://atosausa.com/videos/operating-tutorial/>.

Our goal is to strengthen our partnership with you by ensuring that customers in need of parts are routed to you. By streamlining this process, we aim to create a more efficient and profitable system for all. Should you have any questions about this policy change or require assistance with the form, please feel free to contact me at Jennifer@atosausa.com or by phone at (614) 309-8233.

Thank you for your continued partnership and dedication to serving our mutual customers. We look forward to growing our success together in 2025.

Sincerely,

Jennifer Ward
Jennifer Ward
Chief Revenue Officer

