

Policies/Notifications

Effective Date: February 28, 2020

Number: 0061

Subject: Shipment delay of FLIR Imager due to Coronavirus

Dear valued FLIR partner:

FLIR would like to apologize for the delivery delays regarding FLIR Thermal Imagers. We would also like to provide an update to our valued partners, so that they can plan accordingly and make informed decisions when notifying their customers.

Due to the Coronavirus outbreak in much of the Asia Pacific region, shipments of various FLIR thermal imagers have been pushed back several weeks. At this time, we do not have an exact lead time to provide on the following FLIR products: FLIR ONE Pro, Cx, Ex, Exx and T series. Production delays stemmed from specific components that are constrained due to a slowdown in shipments from a variety of component manufacturers. This coupled with an overwhelming demand for FLIR imagers due to the outbreak, have added complexity to the situation. We are working diligently to improve the lead time, but unfortunately, we currently do not have concrete information to share.

With all of this said, if you have an Exx or T series order that is directly related to the outbreak, please advise your FLIR Sales professional when placing the order. We are tracking this information and prioritizing accordingly. Additionally, to protect your stock position, we encourage you to place orders for your anticipated needs through Q2 as soon as possible.

FLIR is humbled that our products are being utilized to help contain the spread of this terrible virus, in this regard we are genuinely executing our task and purpose of saving lives and livelihoods. We fully appreciate the inconvenience that this presents to you our valued partners and to your customers. We apologize again for this situation.

Thank you for your support and patience regarding this matter.

Sincerely yours,

Don Turano

Don Turano
VP, Global Sales & Marketing