



Date: February 14, 2024

To Whom It May Concern,

Dear Customers,

Thank you for your continuous interest and for giving us the opportunity to serve you with our products and solutions. Our newest Veeder-Root TLS-4xx series Automatic Tank Gauge systems, along with legacy systems such as the TLS-3xx and TLS 2 series, and accompanying equipment, such as the Mag Plus probes, come with international certificates and licenses.

We are providing our customers with quality post-shipment customer service for all GVR products, designed to directly benefit end users and our channel partners. Our aim is to quickly respond to customer needs for maintenance and emergency services, utilizing global technical resources, including our approved channel partners.

To ensure successful customer service, which is ultimately for better customer satisfaction, we highly recommend the following:

- Purchasing genuine parts with valid certificates from our official channel partners.
 - This ensures that you are receiving high-quality, authentic products that uphold the integrity of your equipment and protect your investment.
- Receiving services from our certified technicians, who have been trained and qualified by the GVR training center.
 - While many of our official channel partners' technicians are certified, it is important to verify certification to ensure the highest standard of service.

For US military base in Japan, our official channel partner with exclusive rights to sell our products and services is provided below:

MR. Ryo Muraoka, CEO, Baikouen Japan LLC.

Phone : +81-046-280-4844

Email : ram@baikouen-japan.com

Should you have any questions about your equipment and/or our products and solutions, please feel free to contact our channel partner. Direct inquiries through our website are also welcome.

Truly Yours,

David Nelligan

David Nelligan

Global Product Manager, Veeder-Root