

Our team will be in United States from 18<sup>th</sup> to 21<sup>st</sup> Jan., for 4 days. We have 2 people in our team, which includes a technical engineer and the company representative.

We have 3 purpose as below:

1. Product inspection & Submitting troubleshooting sheet

In October 2016 we had made an inspection, but this time I am willing to make a standard operation procedure, such as the varieties of operation, adjustment, and troubleshooting and etc. I hope OA team can have the relevant technical staff and we will discuss together to understand the correct way to troubleshoot. This will not take you too much time, but it will ensure that we have common cognition for the correct method. If you need my support, I will give you feedback asap. We can go three places, the MIBW (Jan, 18th), Pier66 Office and FLMC (Jan, 19th –Jan, 21th). In addition, I would like to assign 3 boats, which are 11201, 70E01, and 70E04. Please help me note whether it is still in the same place and arrange a supervisor to confirm the time for visit.

2. Circuit maintenance

Valen has told me that some boats have door issue. Let me know guests' reaction and I will provide assistance in person. If the project is too far, I will provide methods to fix the problem.

3. Product assurance visit

Aritex attaches great importance to the cooperation with OA. For this reason, we have a company representative (Mr. Akito) visiting, and hope there will one OA manager can have a discussion with us about our products. With the face-to-face conversation, all can meet a solution.

For time arrangement, I hope visiting MI is on the 19<sup>th</sup>, and Pier 66 and Rolly is on the 20<sup>th</sup>.

Hope this meeting will enhance OA's product service.

We are your best choice.

Dear Team

Aritex already set a schedule to visit MIBW ,Front Lauderdale then Cabo for 90012 repair

Their team will have two person , Ethan ( Tech.) and Akito ( Aritex Rep.) They will take 1 and half days in MIBW on your production line boat and training your team to know and install their system . Then go to our FLMC area for 2 and half days to address on boat 11201, 70E01, 85E09 or other customer boat you think it need to be check. I hope they come go over each boat to know if their have any other problem.

Jan. 18th Jan.19 th Jan. 20th Jan. 21 th

AM MIBW for whole day MIBW

the trip to Front laudedale Front Lauderdale

Pier66 or FLMC Front Lauderdale

Pier66 or FLMC

PM MIBW for whole day Front Lauderdale

Pier66 & FLMC Front Lauderdale

Pier66 or FLMC Front Lauderdale

Pier66 or FLMC

They will leave FL in the morning on Jan. 22th fly to Cabo for 90012 and will arrived airport in afternoon. They will spend half days in 90012 and hope they can't fix it and leave on Jan 23th.

If could, they hope you can set a contact man who have knowledge to know electronic door system, who can go through all boat with them and trouble shoot with Ethan and Akito. they will provide you the trouble shoot instruction and show you how their experience. you can also talk to Akito what is their product common issue for them to improvement product.

Please add your window to contact man and mobile in below for you guys could reach to each others.

MIBW:

Justin B

Jonathan

If you have other comment and request please highlight and add here:

FLMC:

Justin A

Jessica

John

If you have other comment and request please highlight add here :

Tim C & Ray

If you have other comment and request please highlight add here :

Captain Paco been add on this mail .

Ethan and Akito

Please also leave you US mobile photo hear for our crews can reach you.

Thank you all