



An Important Announcement to Our Valued Customers

We are very pleased to announce the acquisition of Dinex International, the leader in healthcare meal delivery systems, by Carlisle FoodService Products, a leading manufacturer of innovative products for the foodservice industry. We believe Dinex's reputation for excellence for over 22 years will greatly complement and enhance the fine products and services offered by Carlisle.

Dinex will continue to operate as a separate company focused in the Healthcare segment. Jack Bridwell, President of Dinex, will continue in his role; and the sales, marketing and field representative teams will also continue to remain as your primary contacts for all Dinex products and services. Combining the best practices and technology expertise of both companies offers a great opportunity to bring new, compelling and innovative products and services to both the Healthcare and Commercial Foodservice segments. Our goal is to reinforce and strengthen the value we bring to our customers.

We will continue to provide you with further integration details as they become available.

This acquisition of Dinex is a significant step toward Carlisle's vision of becoming the single best source for all of your foodservice and sanitary maintenance product needs. You can expect that we will support both brands with enhanced levels of customer service and distribution, always striving to exceed your expectations.

Thank you for your support.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Shannon".

Dave Shannon
President
Carlisle FoodService Products

A handwritten signature in black ink, appearing to read "Jack A. Bridwell".

Jack Bridwell
President
Dinex International+

Questions & Answers

Answers to Your Questions Regarding Dinex

With Carlisle's recent acquisition of Dinex, where should I place my new purchase orders for Dinex products?

Q
A &

Please continue to place all of your orders for Dinex products directly with Dinex at the number listed below:

(860) 652-3130, press 2

Where will Dinex product orders ship from?

Q
A &

Dinex orders will continue to ship from the Dinex distribution facility in Batavia, Illinois.

Should I anticipate any disruption of service or delays in processing my Dinex orders?

Q
A &

All Dinex orders will continue to be processed and shipped promptly. You should expect no interruption of service. We anticipate that this should be a seamless transition for all of our customers.

Who should I contact for Dinex Customer Service or if I have any questions regarding Dinex products?

Q
A &

All requests for information regarding Dinex products and services, including purchase order inquiries, should continue to be directed to Dinex's Customer Service at the number listed below:

(860) 652-3130, press 2

Questions & Answers

Where do I send payments for Dinex purchases?

Q
A &

Please continue to send payments for all Dinex products directly to Dinex.

P.O. Box 845787
Boston, MA 02284-5787

Can I add Dinex products to my Carlisle purchase orders, or can I add other Carlisle products to the orders I place with Dinex? Can I combine Carlisle and Dinex product to achieve Carlisle's prepaid freight level?

Q
A &

Dinex products cannot be combined with other Carlisle products on the same purchase order and Dinex and Carlisle purchase orders cannot be combined to qualify for prepaid shipments. As previously mentioned, all orders for Dinex products should continue to be processed as usual through Dinex's Customer Service Department.

Who will be my local contact for all Dinex questions and sales services?

Q
A &

Your current local Dinex Sales Representative can assist with all of your Dinex needs. For any further assistance you may need or any other additional Dinex information, please contact Dinex Customer Service at:

(860) 652-3130, press 2

Who should I contact to place orders for any Carlisle products?

Q
A &

Please continue to place all of your orders for Carlisle FoodService Products directly with Carlisle's Customer Service Department.

(800) 654-8210