



An Encompass Group Affiliates, Inc. Company

December 22, 2008

Dear Valued Customer:

It is with great pleasure that we announce Tritronics and Vance Baldwin will be combining resources to offer our valued customers the best technology, inventory, and customer service the industry has to offer. Effective January 2, 2009, our new website address will be www.encompassparts.com. When you log into www.tritronicsinc.com after January 2nd, you will be provided with a link to create a new log in id and password. You will immediately have access to new services such as on line return authorizations, core management, online return label downloads, and the single largest multi-vendor inventory in the country.

As an affiliate company of Encompass, Tritronics can now realize our goal of providing world class service so we can improve our valued customers' efficiency, profitability, and turnaround time. However, you will still have the same terms on your account and you will still be speaking to the same people who have supported your business for almost 34 years.

As we move forward with this transformation, The Encompass Parts Group will be able to concentrate our resources on providing the largest inventory, best customer service and the best technology in the industry. We value our relationship with you, the independent service industry. Your support and suggestions over the years have been invaluable. As we continue to add new features to our web-based services, we welcome your suggestions and look forward to continuing our longstanding relationship.

Warmest regards,

A handwritten signature in blue ink that reads "Kim".

Kim Wagner
President/CEO
Tritronics, Inc. An Encompass Group Affiliate Company