

## Important Updates – Q2 2026

To our valued customers,

It is important to note that we are currently monitoring the impact on product availability and logistics expenses arising from the conflict in the Middle East.

We have recently seen increased delivery charges for reactive and regular freight locally alongside increasing charges for container shipments to Australia. We will monitor and communicate any changes relating to our products through Q2, 2026.

Whilst most of our supply chain is relatively well assured, we are dependent on sourcing products from many parts of the globe and do expect that there could be some disruption to availability of components in the coming months. The best way to minimise downstream risk for you and your customers is to have orders placed for goods whilst quotes remain valid and take delivery ASAP.

Further to global considerations there are some local changes that are coming into effect for you to be aware of throughout Q2.

- After hours callout rates will increase effectively on the 1<sup>st</sup> of April 2026
- Refrigerant rental charges and fees for lost cylinders are under review, and we will be making changes to our cylinder hire terms and Gas2Go inclusions from the 1<sup>st</sup> of July 2026
- Refrigerant pricing will continue to be adjusted on a monthly basis; availability of some refrigerants will become apparent in the coming months.

We appreciate your ongoing business and support.

Best regards,

Brett Hedge - General Manager

