



July 21, 2020

Dear Valued Dealer,

Over the past two months we have made strides in hiring new staff and increasing our capacity. Having said that, we have not seen the decline in orders typical of the summer that we expected would allow production to outpace incoming orders. We know this is consistent throughout the construction and renovation industry. There is a significant strain on the supply of all building materials right now, not only in the window and door market.

Over the past number of weeks you have been extremely helpful in dating your orders when they are placed, or revising the required dates as you see opportunity and that has been instrumental in holding off any further lead time extensions until now. Our appreciation for this help cannot be effectively put into words. Unfortunately, we are to the point that we have no alternative but to further extend those lead times an additional two weeks.

Orders will now have a lead time of six weeks on white, and eight weeks on colored windows and patio doors. Please remember to add days for long weekends. In all cases please check your confirmations for the promised dates.

We continue to aggressively look for production staff and are working extended hours and Saturdays. Our goal is to produce every unit possible so that we can supply your windows and doors when you need them.

I trust you know how difficult a decision this has been for us, and that we fully understand how challenging this can be for you and your customer. I look forward to the day when I can send the great news of reducing our lead times. Until then, everyone here at North Star appreciates your patience and continued support.

Sincerely,

Sheldon Dyck
General Manager