



Dear Business Associates,

RE: Discontinuation of HERO Product Line

We would like to inform you that the company has decided to proceed with the discontinuation of the HERO product line, effective January 2026.

This decision has been taken following a comprehensive technical and regulatory assessment. Manual Aerosol Generators do not fall under any recognized international or national standard, and as a result, they cannot be certified. Recent developments in transportation regulations have introduced compliance and logistical challenges, significantly affecting the safe shipment, handling, and commercial viability of such products. Given the company's strategic commitment to compliance, certification, and long-term sustainability of its product portfolio, the continuation of this product line is no longer aligned with our corporate and technical policies.

Please note the following important clarifications:

- No new sales, promotions, or quotations for the HERO product line shall be issued beyond the effective date.
- Existing stock will continue to be used to fulfill outstanding and confirmed requests, subject to availability and internal approval.
- In the event of future inquiries from clients who have previously purchased HERO products, such cases will be reviewed and addressed individually, taking into account technical feasibility, regulatory considerations, and contractual obligations.

On behalf of the Management,

Phoebe-Zoe Georgali

Business Development Support Engineer



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