

CUSTOMER COMMUNICATION

Updated Published Lead Times

Issued with the revised Published Lead Times and Customer Lead-Time Awareness Guide

Date	[September 21, 2026]
To	Valued Customer
From	Greg Cline, Director
Subject	Revised Published Lead Times and Customer Awareness Guide

Dear Valued Customer:

To support accurate planning and clear delivery expectations, Burbank Steel Treating, Inc. has revised its Published Lead Times. The updated document reflects the standard processing time currently expected for common heat-treating and related services.

Published lead times are estimates based on current capacity. They begin after BST receives the parts and a complete, accurate purchase order. The delivery date for a specific order is confirmed during contract review and may vary based on the requested process, quantity, material, specification requirements, testing, outside processing, and the completeness of the information received.

Enclosed are the revised Published Lead Times and a Customer Lead-Time Awareness Guide. Please review these materials and share them with the purchasing, planning, quality, and shipping personnel who prepare or coordinate orders sent to BST.

Requested action: Use the current published lead times when planning new work and contact BST before shipping urgent, complex, or expedite requests. Please acknowledge receipt of this update by replying to the distribution email.

A revised purchase order is not required solely to acknowledge this general update. Order-specific requirements will continue to be reviewed and addressed through BST's normal contract-review process.

We value your business and appreciate your cooperation in helping us maintain reliable scheduling, responsive communication, and conforming heat-treatment services.

Sincerely,

Greg Cline

Director

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