

21 May 2020

Dear Customer

Your Belmont Installation

I am writing to inform you that Gunz Dental is no longer representing Takara Belmont in Australia and New Zealand. The discontinuation of our business relationship of more than 38 years was a complete shock to the team at Gunz Dental. We were given no indication prior to the arrival of the Belmont representatives in Australia for a scheduled end of year business review and less than two months' notice to close any pending sales.

Gunz Dental did extend to Takara Belmont the opportunity to purchase our Belmont business which would have included a list of our installed base and our spare parts inventory which was declined. Clearly there was no interest on their part to either maintain contact or provide support to their installed base in Australia and New Zealand.

By contrast the Board of Gunz Dental has agreed that our first priority is to our installed base of Belmont users and the Equipment brands that we continue to offer. We will therefore continue to:

- offer our Customers equipment brands such as Beaver State, NSK, Tuttnauer, Cattani, Aquaclave and Soniclean
- provide a repair and maintenance service across Australia and New Zealand for Belmont and the brands we continue to offer
- support the warranty offer made on Belmont products at the time of purchase
- supply Belmont spare parts for our installed base of customers

For your information, the current situation with the supply of spare parts in Australia and New Zealand remains unclear. Regrettably, for us and our Customers, Takara Belmont have changed their terms and conditions of supply of Belmont spare parts to Gunz Dental.

The new terms and conditions are not commercially attractive to Gunz Dental and Takara Belmont have indicated that they are unwilling to be flexible in reverting back to the terms and conditions of supply to Gunz Dental that were in place prior to January 1, 2020.

Whist Gunz Dental has a quantity of some spare parts especially parts for older models of Belmont products, that may be difficult for you to obtain in the future. We did not have the stock cover for every spare part for every model sold. The impact of this for you is that as our stocks are reducing, if your Belmont product was to fail, the part to repair the product and keep you operational will be unavailable if we do not have it in inventory. Regrettably, Belmont do not seem to be concerned by this and appear to have little empathy or consideration for the pain this might cause your business.

For further details on Belmont' commitment to the Australia and New Zealand market I would suggest you contact the Singapore office of Takara Belmont; Sales Manager Kaz Nakagawa kaz@takarabelmont.sg or mobile +65 9146 0082 or Managing Director Nori Nakagawa nori@takarabelmont.sg or mobile +65 6316 1110. Alternatively you can reach out to the Director and Head of Dental Tatsuo Sugai and/or the Owner, Chairman and CEO of Takara Belmont Hidetaka Yoshikawa via the Belmont web page contact us <https://www.takarabelmont.co.jp/global/support/contact/>

Our team at Gunz Dental remain committed to you. You can reach us via our web page www.gunz.com.au for all your product support, including to book a service job or to make an inquiry about a product we sell or to buy on line or just to access all the great information we have to help you run a better dental business and provide your patients with great clinical outcomes. You can also call us on 1800 025 300 in Australia or in New Zealand on 0800 30 10 10.

I would like to thank you for your support of Gunz Dental and we look forward to continuing to help you to provide the very best possible care for many years into the future.

Kind regards



Trevor Martin
Managing Director

