April 1, 2024

Dear Valued Customer,

Subject: Discontinuation of AlcoHawk Breathalyzer Product Line

We are writing to inform you of an important update regarding our product offerings at Quest Products.

After careful consideration and evaluation of our product portfolio, we have made the decision to discontinue the AlcoHawk breathalyzer business. As a result, we will be ceasing the sale of AlcoHawk breathalyzer units once our current inventory is exhausted.

We understand that some of our customers may hold certificates for calibrations to their AlcoHawk breathalyzer units. To ensure that our customers receive the necessary calibration services, we kindly request that all calibration certificates be submitted to us by May 30. Our team will promptly process these requests and provide the calibration services as needed.

For customers who hold certificates that cannot be utilized due to the discontinuation of our AlcoHawk breathalyzer business, we offer the option to request a return and reimbursement. Please contact our customer service team to initiate the return process, and we will assist you with the necessary arrangements.

We sincerely appreciate your past business and support of our products. It has been a pleasure serving you, and we extend our heartfelt gratitude for your loyalty over the years. As we transition away from the AlcoHawk breathalyzer business, we wish you continued success in all your future endeavors.

Should you have any questions or require further assistance, please do not hesitate to reach out to our customer service team at orders@questproductsinc.com, phone +1-800-650-0113.

Thank you once again for your understanding and continued patronage.

Warm regards,
The Quest Products Team