



March 20, 2020

Dear Rachio Customers and Partners,

As the coronavirus (COVID-19) pandemic unfolds, we aim to keep you informed about how we are responding as a company. Rachio remains mindful of our team, customers and partners, and we are thinking of you and your loved ones, hoping you remain healthy and in good spirits in such uncertain times.

The Rachio team transitioned to full remote working on March 11th, and we continue to operate at full strength. This change was non-disruptive for the team, as a number of us already work remotely throughout the week, and internal systems have made it easy for us to fully transition and work collaboratively and effectively from a distance.

We have cancelled or postponed all company travel and events at this time. However, we remain available and ready to work with you via remote training, webinars and video conferencing. Our customer success and support teams are working remotely and continue to be safe, fully staffed and ready to serve you.

All of our products, including all Rachio Smart Sprinkler Controllers and Rachio app features, continue to operate as usual, and we don't expect them to be impacted by this event. Rachio is confident in our inventory levels and ability to support our partners and delight new customers. We are keeping careful watch over our supply chain and logistics, as our valued partners also look to keep their employees safe while following best practices for manufacturing and delivery services. Ultimately, we are committed to keeping an open dialogue with customers and partners and informing you of any anticipated impacts to our business continuity and ability to serve you.

At Rachio, we want every customer to love their lawn and the life within it. We believe our smart sprinkler controllers and accompanying natural yard care products can encourage residents to get outside for their health and wellbeing, helping them create a safe, sustainable outdoor living space that their families and pets can enjoy as we look forward to spring.

We at Rachio remain driven by our mission to make sustainable water use effortless and personally rewarding and see the opportunity to reconnect with our families, home and planet as a way to find happiness in these unique circumstances. Through it all, we are committed to helping our customers and partners get outdoors in healthy and productive ways. We invite you to visit our blog, social media channels, and the Rachio Community to keep in touch and explore ideas on how to make the most out of these challenging times.

Above all, please take care of yourself and your families.

Your Rachio Co-Founders,

Two handwritten signatures in black ink. The first signature is 'Chris Klein' and the second is 'Franz Garsombke'.

Chris Klein, CEO & Franz Garsombke, CTO