

# Dear [Client's Name],

We hope this message finds you well. We are writing to inform you about a recent breakdown of machinery that has affected our operations.

On [date of breakdown], our [specific machinery name] experienced an unexpected malfunction. Our maintenance team identified the issue as [brief description of the problem], which has unfortunately resulted in a temporary halt in production.

We want to assure you that we are taking this matter seriously and are working diligently to resolve the situation. Our technicians are currently on-site and are expected to complete the repairs by [expected date of completion].

We understand the importance of timely delivery and the impact this may have on your operations. We are committed to minimizing any disruption and will keep you updated on our progress.

Thank you for your understanding and patience during this time. Should you have any questions or require further information, please do not hesitate to reach out to us.

Sincerely,

[Your Name]  
[Your Position]  
[Your Company]  
[Contact Information]