

Dear Sir/Madam,

March 26, 2020

We recognize and appreciate the trust you have placed in Elliott-Matsuura over the years, allowing us to grow our business with a broader range of products, service capabilities and customer support.

In view of recent disruptions as a result of the COVID-19 Corona Virus Pandemic, we wish to assure our customers that Elliott Matsuura is taking the necessary steps to prioritize the safety of our employees and visitors to our facility while considering the importance of maintaining our operation during these unprecedented times. We have many customers in essential industries producing products to support our medical institutions, and maintaining the integrity of the infrastructure. We are here to support you during these difficult times.

### **Service, Parts and Application Support**

All key personnel responsible for phone support, service dispatch, and parts/accessory supply will be available by phone and email as usual. Our Service and Application Engineers are available to support you from remote locations across Canada. We will respect and adhere to your visitor restriction policies. In situations where travel and visitor restrictions apply, we may be able to provide web-based support or training.

### **Sales Support**

Respecting these uncertain times our Sales Team is as ready as ever to address all of your questions and to provide professional consultation. Your manufacturing needs may shift during this crisis and we are ready and able to react quickly with machinery in inventory. We are at your service!

We wish you the best as we work together through these challenging times.

Sincerely,

Vince D'Alessio - President

[vdalessio@elliottmachinery.com](mailto:vdalessio@elliottmachinery.com)

Cell Number: 416 804-5811

### **Additional Contact information**

Main Phone Number: (905) 829-2211

Sales & Service Email: [info@elliottmachinery.com](mailto:info@elliottmachinery.com)

Spare Parts & Accessories: [parts@elliottmachinery.com](mailto:parts@elliottmachinery.com)

Zeiss Aftermarket: [ZeissCare@elliottmachinery.com](mailto:ZeissCare@elliottmachinery.com)

Website: [www.elliottmachinery.com](http://www.elliottmachinery.com)