

April 17, 2020

COVID – 19 Update

To our valued customers

As you all are aware I put a hold on all travel starting on March 23<sup>rd</sup> and initially it was to run through April 17<sup>th</sup> at which time we would take a look at what was happening at that time. Here we are at April 17<sup>th</sup> and the cases of COVID-19 are still climbing. Most of the states still have all their restaurants closed and many hotels in certain locations are not open for business. Additionally many states are issuing a mandatory 14 day stay in place quarantine for people coming from outside the state. With the safety of both our employees and customers in mind I feel it is in the best interest of all concerned to extend the travel ban another two weeks through May 1<sup>st</sup>. We will again look at the situation at that time to see what the prudent actions will be at that time.

Because of the number of machines we have operating in the food, animal feed, agricultural and chemical industries, we have been designated as “workers essential to critical infrastructure during COVID – 19 response” by the Homeland Security Department. This will allow us to continue to be here servicing your needs even if there is a shelter in place order initiated in Iowa.

As I stated before, in the interim our Service Technicians are here in the office to assist you with any issues that you may encounter with your equipment. Through phone conversations, on line monitoring via a modem and written instructions we should be able to get you up and running in a short time. Our Sales team is here to help you with any new projects you may have and are needing layout and pricing information. Although they will not be able to travel to your facility for a face to face meeting, through drawings, emails, and phone conversation we will be able to get you the information you require to keep your facilities running efficiently and smoothly. As always we will have our Parts Department people on hand to get you any part that you require to stay up and running.

It is still my hope that we all band together to bring this invisible foe to an end so we can all get back to our normal way of life. Let’s all make sure that we continue to wash our hands, do not touch our faces, practice social distancing and stay home when we feel ill.

Stay safe and healthy.

Jamie Flot  
President / COO  
Chantland MHS Company