

COVID-19 MEMO

To assure the health and safety of our employees and customers, effective Monday, April 13, Hayes Instrument Service is reducing our staff and limiting our office hours to 8am-3pm.

Additionally, no on-site calibrations will be performed until mid-May. We have contacted all customers on the April-May calendar. Status of other already scheduled on-sites will be addressed in the near future.

We will continue to perform in-house calibrations:

- Pick ups and deliveries are still being made with minimum delays
- Common carrier shipments (UPS, Fedex, etc) will continue unchanged
- Turn-around time may be extended slightly, but no significant delay is expected.
- Previously scheduled on-site equipment brought into the lab will be expedited

Additionally, to limit the effects of Covid-19, the following steps are being taken:

- Limiting visitors to our laboratory
- Adhering to CDC guidelines
- Monitoring all government agencies' updates and recommendations

All company emails will be monitored, but if you experience a delay or need an immediate reply, please copy or forward your email to me at jim@hayesinstruments.com

We wish all of our customers, vendors and associates our best regards in these trying times and look forward to the time when we successfully resume the level of customer service Hayes Instrument's customers have learned to expect.

Sincerely,

Jim Danaher, President