



Member of  Group

**THE
RESULTS
WE DELIVER**

Dear Valued Customer:

In these extraordinary times, HA-International is committed to the health and wellness of our families, colleagues, customers, and partners. It is our top priority to maintain business continuity to support and serve all of our customers. As the world navigates the uncertainty of COVID-19, we want to assure you we are focused on safety and are here to help.

As an update, our production schedule continues to meet market demand. We are not immune to a few small scale disruptions, but for the most part, we are not experiencing the extent of the supply disruptions that other countries have experienced during this difficult time. If your operation is still accepting visitors and on-site technical support is needed, our Sales and Field Service Teams can travel to you. Rest assured we are following all the current CDC guidelines. Alternatively, we have found the use of Microsoft Teams or SKYPE as an effective option to on-site visits for training and presentations, as well as diagnosing and providing technical solutions. You, Our Valued Customer, can continue to rely on HAI to meet and exceed your needs.

We will continue to provide updates during these challenging times. Please reach out with any questions, changes in demand or order scheduling, and let us know how we can assist you.

Sales Support: sales@ha-international.com

Technical Product Questions: technical@ha-international.com

Westmont Customer Service: westmontcustomerservice@ha-international.com

All the team at HAI hopes you, your family, and colleagues are safe and in good health.

Best Regards,

A handwritten signature in black ink that reads 'Andrew R. Koch'.

Andrew R Koch
VP Sales and Marketing
HA-International, LLC
630-487-1138

