



2225 White Oak Circle, Suite 101
Aurora, IL 60502

March 25, 2020

To our valued Customers & Representatives:

Re: Supply Chain updates

Our two primary suppliers are intercompany transfers from our Hidrostal facility in Lima, Peru and our headquarters in Neunkirch, Switzerland.

At this time, both countries are on “lock down” as is the case with a majority of the United States. The extent of these lockdowns greatly differs.

As of today, our Switzerland facility is continuing to work on a reduced schedule. Much of the technical staff is working remotely and the workshop has expanded its shifts to allow increase social spacing during multiple shifts. This along with enhanced cleaning regimens allows them to continue production. This challenge right now is the reduced activity for export shipments and border restrictions. We are continuing to monitor the status of our orders, but expect some delays at this time.

In Peru the lockdown is more severe and our facility in Peru, as well as nearly all production in Lima is closed. Peruvian President Martín Vizcarra had just declared a total quarantine for 15 days, halting all air and land transportation, even taxis. Based on this we are expecting at least a 3-week delay in current orders in production and for the near term with placement of new orders requiring specific products not available from inventory.

Although Illinois is also on lockdown, our facility in Aurora is open. We are considered an “essential” business under Homeland Security guidelines and are operating with staff of both on site & remotely. Our workshop is open and fully staffed. We are not currently allowing any visitors other than Fed Ex/UPS and delivery trucks. We are following CDC guidelines and recommendations to minimize risks. Everyone is healthy. We currently have ample inventory of our stocked products and can build to order most pump models in our stocking program.

We are working hard to serve your needs.

John P. Kelly
President
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