

Dear Valued Customer,

First and foremost, we hope everyone at your company is safe during this COVID-19 global crisis. During this time, many companies have been forced to close their doors, while others remain operational as they have been deemed essential. Brehob Corporation recognizes our essential customers and we will continue to service and support them with full compliance per CDC and local government guidelines.

However, we have also noticed **many** of our essential customers following a strict no-contact order; opting to postpone their service and planned maintenance schedules. This could be problematic. By not maintaining your equipment, you could be asking for an unscheduled breakdown. When this happens, you could lose not only production, but wages paid, wasted materials, and in the end, have more personnel in your plant than expected as emergency repairs require more manpower. We also need to address that when businesses start getting back to normal, there will more than likely be a bottleneck, causing extended service lead times beyond anyone's control.

NO-CONTACT Service Arrangements from:



Electric Motors | Air Compressors | Custom Cranes & Hoists

Founded in 1953, Brehob emphasizes
customer service above all else.

No-contact service means exactly that. We can service your equipment without directly encountering your employees and will follow your specific protocols and guidelines implemented for COVID-19. We'll utilize our digital tools/phones **before** (to check in), **during** (to communicate updates), and **after** (to provide photo verification of completed service and to email your service report). Lastly, customer signatures are not required at this time.

Below is a step-by-step example of a no-contact service we just provided a customer:

1. Customer called for repair noting their requirement for a no-contact service visit.
2. Techs contacted the customer at dispatch and upon arrival, so the customer knew when they were leaving and when to expect them.
3. Customer had opened access for techs to mechanical room or work area; machinery already locked and tagged.
4. Techs entered the compressor room following all Brehob Corporation and site-specific safety precautions.
5. Tech executed repairs.
6. Techs returned to their trucks and called the customer, who then removed locks and tags from equipment.
7. Customer leaves compressor room, technicians return to commission machine, test the repairs, and places the machine back online.
8. Techs return to trucks, customer returns to mechanical room or work area to check unit.
9. Once satisfied, customer gives technical verbal authorization to close the service order.

10. Service order is closed, internal Brehob Corporation Service Department follows up with customer to ensure satisfaction and to send the service report.

Contact Brehob Corporation for No-Contact Service.

We're ready to provide no-contact services for your equipment. We understand that each customer might have different protocols in place. We're completely flexible and will follow your site-specific guidelines while complying the CDC's safety recommendations.

The quickest way to contact Brehob Corporation for service is to call 800-632-4451. Another contact method is fill out our website's contact form at <https://www.brehob.com/contact-us/>.

Don't prolong critical, routine service and maintenance for your plant when we are here to help now!

Thank you for your time.

Best Regards,

Bryan Smither

President

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