



MATERIAL HANDLING \\ AERIALS \\ SPECIALTY EQUIPMENT \\ PARTS \\ SERVICE \\ RENTALS

Dear Valued Customer,

With several states issuing shelter-in-place orders and many now requiring non-essential businesses to close temporarily, our nation is facing unprecedented times. As we all pull together to overcome this tremendous challenge, Equipment Depot remains committed to providing the high level of service you expect, especially for critical businesses that are still supporting their communities and customers.

We continue to assist all our customers with a wide range of services, including but not limited to maintaining and repairing equipment, easy-to-use online parts ordering portals, rental equipment, and warehouse solutions to handle increased demand in storage and distribution. We understand that many businesses must continue to operate, so no matter the unique service need or urgent parts request, Equipment Depot is here for you. Call us at 888.EQDEPOT, [chat with us online](#) or [let us know your needs](#).

The safety of everyone is our primary focus, and we rely on our employees, contractors, and vendors to support all of our customers' operations from coast to coast. To keep our employees and yours safe and healthy, we are providing the following flexible options for servicing your equipment:

- Equipment can be dropped off at an Equipment Depot location to be serviced.
- Repairs at customer facilities can be performed in areas free from hazards and exposure. This includes providing a workspace with a distance of 6 feet from other persons.

**In order to continue supporting you with the aforementioned flexible service offerings, we will need to require that your equipment is decontaminated by your team prior to the technician beginning work.**

We are also changing our way of business to make it easier for you to do business with us:

- Customers no longer need to electronically sign service orders on technician tablets. Our technicians will accept PO numbers and approvals via email.
- High-touch areas such as the steering wheel, control levers, hood latches, grab bars, seat restraints, and any other exposed areas contacted during repairs will be cleaned before and after service.

In response to the national, state, and local COVID-19 government directives, Equipment Depot also requests that you take the following actions before our technicians enter your facility:

- Isolate and remove from the facility all individuals who have **tested positive** for COVID-19.
- **Notify Equipment Depot in writing if anyone has tested positive** at the facility.
- Require individuals who have been in **close proximity to anyone who has tested positive** for COVID-19 to self-quarantine.
- Prevent individuals who **are ill** from entering the location or interacting with Equipment Depot personnel.
- Adhere to all CDC guidelines with respect to the prevention of COVID-19.

We are serious about safety and appreciate your understanding as we take additional precautions to keep your employees, as well as ours, safe during these uncertain times. As things evolve, we will be providing updates on our website regarding our COVID-19 actions and any potential changes to our services and operating hours.

Thank you for your business and your enduring trust. We are all together in this time of crisis, and we will do everything in our power to ensure your continued success.

David O. Turner  
President & CEO, Equipment Depot