



March 18th, 2020

Dear Kraft Fluid Systems Customer,

As we all manage thru the COVID-19 crisis we hope you, your family, and co-workers are maintaining good health. The necessary steps being taken to mitigate the impact of the COVID-19 virus are causing unplanned disruption in all our lives and operations. We value each one of our customers as we value each one of our employee owners. Health and safety are foremost in our efforts to manage through this threat, but we also understand that our commitments to you are urgent. Regarding the current state of business, Kraft Fluids Systems is taking necessary steps to keep “business as usual” as we navigate through the COVID-19 threat. Our objective is to continue to service your hydraulic and electric drive system needs as best we can. Therefore, we would like to give you a quick update on our efforts.

Staff – We are following the guidance of our Federal and State health officials through taking all safety precautions for the continued health of our employees, local communities, and our nation. Until further notice our sales staff is limited to working from home and we have restricted all non-essential business travel including in-state travel. Within the office many employees have the ability to work from home and we are fortunate to have the space to follow social distancing recommendations. Our work schedules remain the same. We are available to provide sales, customer service, and technical support via phone, email, or video conferencing. Warehouse staff and operations are at full-strength.

Visitors – Until further notice all nonessential visits to our company from vendors, customers, and guests have been suspended. Pick-ups and drop offs must be coordinated and scheduled. Social distancing is being practiced between all drivers and our shipping and receiving staff.

Cleaning - We have doubled our cleaning services. Our employee owners are also pitching in to make our workplaces cleaner by wiping commonly used surfaces and personal workspaces. Disinfectants, Hand Sanitizer and Tissue Boxes are placed throughout the building to promote suggested hygiene practices.

Product – A sizeable inventory to meet your hydraulic and electric drive component needs is part of the value we strive to provide. We are in contact with all of our suppliers daily to best ensure that we have product on hand when you need it. We will update you as necessary with any issues concerning lead times or availability.

It is our sincere hope that this national crisis is over soon, and that business can get back to normal. In the meantime we will take whatever measures necessary to keep our services and products available to you. Our trained staff of experts and dedicated employee-owners remain committed to offering the best value-added services for all your OEM hydraulic and electric drive needs.

Please contact me directly with any of your concerns.

Sincerely,

Scott Durand
Vice-President of Sales
Kraft Fluid Systems, Inc.

The Mobile Hydraulic Experts

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