



To All Altech Corp.® Customers, Suppliers and Partners:

Along with the states of Connecticut, Maryland, New York and Pennsylvania, the governor of NJ has issued an executive order mandating a “stay at home” order effective March 21, 2020. We support this order and believe it is in the best interests of our employees and the people of the State of New Jersey.

The executive order mandates that all non-essential (retail) business close and keep their employees’ home whilst giving priority to essential businesses. Since Altech is not a retail business nor open to the general public or an essential business, the executive order does allow for operational flexibility. The portion of the executive order that does affect us is the requirement to allow our employees to work off-site, wherever possible. It is understood that some essential job functions such as warehousing and manufacturing can’t be performed off-site and those employees are therefore allowed to travel to work.

Despite that executive order, I consider the condition to be dynamic with changes possibly coming on an hourly or daily basis. Altech will keep on top of these changes and adapt if need be and also keep you informed. Even before the novel coronavirus Covid-19 reached American shores Altech initiated contingency plans to allow us to remain operational.

In all areas of business worldwide, this novel coronavirus Covid-19 has wreaked havoc on everyone’s supply chain and we are working with our suppliers and freight companies to continue to mitigate as much risk as possible. Altech prides itself in keeping extensive inventory to support our customers and in addition to our regular weekly freight (which should continue), we recently received 90 days of inventory for many of our lines. Even before the novel coronavirus Covid-19 reached our shores, we placed additional short-term emergency stock orders. Despite current global logistic issues coupled with mandatory 2-3-week production closures of some of our international vendors, much of what we ordered before the virus came to the US is either inbound or experiencing mild delays.

From this point forward, here’s what you can expect from Altech Corp.

- At this time, our warehouse operations remain fully operational.
- Our assembly/manufacturing department is also on site and will finish all existing orders and those in the pipeline.
- Customer service, product management, marketing, accounting and management are working off-site from home.
- We will have customer service available to answer your questions. Please call our main number: 908-806-9400 prompt-1 or email info@altechcorp.com to ensure that you will get a timely response.
- Despite executing our contingency plans, we understand that we may experience some hiccups. We are trying some new things and ask for your patience as work through this transition to a decentralized and remote work environment. If you experience any issues with our new operational methodology, please let your point of contact know of these things. We will do our best to adapt and resolve them as they pop up. However, we expect our entire operation to run as normal as possible
- We will come back after this “stay-in-place” order is lifted more committed than ever to providing you great products and service
- We’ll continue to monitor public health information and update you if any changes are made.

With our employees and partners working together through this pandemic we will persevere. If you have any questions, please don’t hesitate to contact us.

I wish you and your family’s safety, health and hope during this very difficult time.
Thank You,

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