



**To our valued customers,**

In response to the COVID-19 Nevada Risk Mitigation Initiative announced Tuesday, and country-wide directives to flatten the curve to protect our population, we want to update you on the current status of our operations in North America and globally. As a manufacturer of essential products and systems necessary to maintain safety, including commercial security, surveillance and life safety, we recognize the importance for our team and products to be available to you during this time.

**PROTECH's Reno (Sparks) facility will remain open for manufacturing, shipping and receiving only.**

Specifically, this means that our offices will be closed to outside visitors, customers and vendors. Our facility will be in operation, with a reduced staff, to ensure systems are being manufactured and/or assembled and shipped in order to fill customer orders. We are also accepting incoming customer shipments (RMA's) and vendor parts and components to continue these operations.

As for the safety of our employees and service to our customers, we are following COVID-19 risk mitigation policies that are proven to be effective at reducing death and illness and slowing down the rate of transition in prior pandemics.

- Technical support continues to be available during our normal support hours (7:30 a.m. – 5:30 p.m. PST) by calling +1 (775) 856-7333 or 1-800-428-9662

Our plan is to resume normal operations when it is suitable to do so and as directed by our state and federal governments and respective Centers for Disease Control. We will provide you with updates should any of the above change.

PROTECH and the Group of companies within VitaProtech continue to monitor the COVID-19 situation and guidance from authorities daily, as the safety of our employees and customers remains our top priority.

We appreciate your business and understanding during this challenging time.

**Larry A. Thomas**  
**Chief Operations Officer**  
**PROTECH**