

Endress+Hauser (Pty.) Ltd., 5 Commerce Crescent West, Eastgate Ext. 13, Sandton
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Covid-19 South Africa - Lock Down

Dear Valued Customers

Given the current situation of the Covid-19/Coronavirus, our President, Mr Ramaphosa has taken drastic action in the attempt to save millions of South Africans from infection by declaring a lock-down effective midnight 26th March 2020.

Our number one priority at Endress+Hauser is to ensure the safety and wellbeing of our employees, customers, partners and the public. We understand the important role our products and services have on the successful operation of our customers businesses. During this time of lock down we aim to ensure our ability to supply and serve our customers.

Sales and service

- Our worldwide contacts in sales and service are still available when working from home
- With an account on [Endress.com](https://endress.com) customers can track deliveries, get prices and delivery times and order products
- Technical information, drawings, documents etc. can be downloaded from endress.com at any time
- With Smart Support, Endress+Hauser supports customers online with service issues
- New Smart Support enables audio and video communication via mobile and stationary devices

Essential Service Support:

- During this period of lock-down our logistics supply chain and service technicians are available for service & breakdown related events for essential industries and services as defined by the Disaster Management Act, 2002
- Our technicians have been pre-authorized for service for these essential industries

For essential service please contact:

- Service Manager: Glenn Smith @ 082-660-0082
- or call your respective Sales Engineer for assistance.

Endress+Hauser is still able to deliver

- By order of the authorities, we have to close our plants in India (presumably until 14 April 2020), Italy (4 April 2020) and South Africa (16 April 2020)

- Production in France is facing personnel constraints. This may lead to longer delivery times
- We are doing everything possible to remain able to deliver, especially for system-relevant industries
- Irrespective of this, we are evaluating the possibility of deliveries from other production sites

Delivery logistics and on-site support

- In delivery logistics, restrictions on the part of service providers result in longer regional transit times.

We have digital solutions available to assist and help manage plant activities to ensure our customers processes remain operational. These services are always available, and we see this means of communication as essential during this period of lock down.

For convenience, you can find the list below:

- **Endress.com** for quick and easy access to *online purchasing, configuration and information* on products www.endress.com
- Skype Meetings for consultation with Sales, Project and Product support teams
- You-Tube videos for technical support can be found using the following links:

Analytics Technical Support

<https://www.youtube.com/playlist?list=PLQRFGW1Z4TGH9BBriDaFDqJRkua-RhLf>

Flow Technical Support

https://www.youtube.com/playlist?list=PLQRFGW1Z4TGG-WBY5al_GUPmvKBm_KaBv

Level Technical Support

<https://www.youtube.com/playlist?list=PLQRFGW1Z4TGFpRQvAGLi3lu2KBcQAjrO9>

Pressure Technical Support

<https://www.youtube.com/playlist?list=PLQRFGW1Z4TGGWvdowKrPoZpptZMVv31qM>

System Components and Software Technical Support

<https://www.youtube.com/playlist?list=PLQRFGW1Z4TGGeLOSwZpZNMp1ZyX1iATLg>

We want to thank you for your cooperation during this very challenging period. Our thoughts and prayers are with you, your loved ones, our country and our people.



Bernhard Klöss
Managing Director