



*Stronger Together, United We Will Prosper.*

March 18, 2020

Dear Valued Customer:

We here at the Ryan Technology family sends out this message with warm wishes and hopes that you are holding up during these uncertain times. With the hospitality and restaurant industry being hit hard with closures to help prevent the spread of Coronavirus COVID-19, we are all looking for alternative delivery methods for providing people with the products they still need.

Ryan Technology is standing by to help our customers through the coming months. At this time our supply chain is not disrupted and we have stock of all the most common replacement parts for our slicers; including blades, conveyor belts, drive belts and bearings, all ready to ship. We are also taking the following measures.

- We are stepping up our facility cleaning and employees are increase handwashing as recommendation by the CDC, and we are closely monitoring CDC guidelines.
- We are also implementing extra packaging measures for parts to ensure hand contact is minimized with especially those parts like blades and conveyor belts that would come in contact with food products. All parts orders will be packaged by a staff member that will follow CDC guidelines for hand washing prior to handling any of your parts.
- All deliveries, both inbound and outbound, including parts are being managed in a no-contact protocol.
- Our techs are available by phone or email for any questions you may have regarding parts for your machines, help diagnosing problems, or just questions regarding how to use your machine. If you need to contact us by text or video chat, that can be arrange if you call or email us first. Face to face connections are still important. We will be using the Google Duo app for video chat and we ask that you download that app. This app will allow our tech to see your machine and help identify parts or diagnose issues.
- To ensure the safety of our employees and their family members, we are curtailing all travel by our employees and onsite visits for the foreseeable future.

#### NEW MACHINES AND ACCESSORIES

- Our sales team is still available via phone and email and our manufacturing facility is still operating. We are; however, limiting access to employees only.

We are all in this together and we look forward to continue to be your partner in slicing during this uncertain time. Should you need to contact us, you can still call our office at 503-648-9967 or toll free at 1-800-277-2290 or email me at [info@ryanslicer.com](mailto:info@ryanslicer.com). We will be putting out futures updates via our Instagram account @ryan\_technology, so please follow us. You can also access our Instagram feed from the About Us page on our website.

Wishing all of you good health and extending a virtual handshake or fist bump.

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