

Dear Customer

These are difficult times and we understand there is an overwhelming amount of information to process. But we want our customers to know how we, at Optimar, are responding to the coronavirus and how this may impact our deliveries, service and support.

First, Optimar will comply with all recommendations and instructions from national authorities regarding hygiene measures, physical contact, travel restrictions and the use of quarantines – and we will do our best to stay current with the situation. We have also taken steps within our organization to minimize the risk of infection by eliminating all non-business critical meetings and travel and opting to conduct all meetings via video conference.

Second, we also want you to know that as of this date, most of our departments are fully operational and we continue to offer our usual standard of service and support. Please note that our sales and after-sales departments are ready and available for all requests for information on products and spare parts orderings, but all communication should now take place through telephone, email and/or video conference.

Third, our production facility is currently operating as normal, but we have experienced some reduction in our service, installation and commissioning activity due to limitations on travel. While we will continue to strive to do as much as we can, we ask for your understanding in case some activities must be put on hold due to the situation at hand.

We sincerely hope that all of our customers are safe and please know that we will do our utmost to help and support you to the best of our abilities.

And don't be afraid to contact us – we are here for you!

**Service and support:**

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Email:  
service@optimar.no

**Sales and product info:**

Visit our website for  
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