



To Our Valued Customers and Partners,

In the midst of this ongoing COVID-19 outbreak, the safety and wellbeing of our employees, partners and customers remain our top priority.

Our team here at Zamp Solar is constantly discussing, evaluating, and adjusting our response to this ever-changing situation in order to operate as safely as possible. We are doing everything we can to ensure the highest level of safety while preparing our team and our company for whatever comes next.

While we can't control this virus, nor the shortages and surges it may cause, we can mitigate the impact it has on our partners as much as possible by communicating openly, working together, and planning ahead as best as we can.

The information below lays out the steps we are taking to respond to the rapidly-changing nature of this outbreak, based on our own internal action plans as well as national, state and local directives that may impact business in the near future.

Safety

- We are actively monitoring information from the Centers for Disease Control and Prevention, as well as federal, state and local agencies to make sure we comply with advisories and best-practices as they are released.
- We have ceased all company-related travel—this includes, but is not limited to shows, events and in-person training sessions.
- Our facilities are closed to outside visitors. Visitors and employees who may have been exposed to the virus or who report symptoms of illness are not allowed entry into our facilities.
- To limit opportunities for the virus to spread and to reduce the likelihood of the virus causing us to shut down critical support operations, we have asked team members that can work remotely to do so.

Support

- Customer service is open and available by phone and email Monday through Friday.
- Sales support materials are available via our website 24/7.
- Live, web-based training is available and on-going via our regularly-scheduled Tuesday and Thursday sessions.
- We are continuing to ship Monday through Friday from our distribution center here in Oregon.
- Our sales divisions are all working and operating remotely and are available during normal business hours through normal channels of communication.

If you have any questions, please call our customer service at 541-728-0924 or contact your Zamp Solar sales representative.

Thank you for your continued partnership.

- *The Zamp Solar Team*

