



March 27, 2020

Dear Valued Dealer & OEM Partners,

Hytec Dealer Services remains open to provide the critical parts needs of our dealers and OEM partners. Following is an update on our operational plans and impact from the COVID-19 pandemic:

Hytec is in Orange County, FL and is currently under an emergency executive order to isolate at home. The isolation order is effective **March 27, and currently runs through Thursday, April 9**. Per the ordinance, Hytec is considered an **essential business** and is permitted to remain open. Since so many of our partners are only working at partial capacity, we expect to see a slow down over the next two weeks. Our current plans being:

- **Though Tuesday, March 31**--- Hytec will be fully functional, with much of our staff present. Our business hours will continue to be 8:00 am to 7:00 pm est. We will be accepting and shipping orders as usual and accepting technical assistance calls.
- **Wednesday, April 1 through Friday, April 9**---Hytec will be fully functional, with reduced staff in anticipation of less demand. Our business hours will remain the same. We will accept and ship all orders as usual. However, we will discontinue accepting technical assistance calls for troubleshooting during this time period because of our limited staff. If there is an emergency technical issue, please contact your Hytec representative directly and we will try to assist.
- **Monday, April 13**---Hytec will be fully functional with normal business hours. Depending on the local isolation order and Hytec's business levels, we will staff accordingly. We expect to resume normal technical assistance calls at that time. Please check our website for the latest information, and we will provide updates as we are able. www.hytecrepair.com

The health and wellbeing of Hytec's team is most important. We have policies in place that ensure social distancing and proper hygiene are used, and our facility is fully sanitized every evening to try and ensure business continuity.

As always, our entire team is very thankful for the long-term patronage from all our partners. Please be safe during this unprecedented situation. We all hope and pray this situation will be over in short order. We look forward to all of us reemerging stronger than ever!

God Bless Everyone and Your Families,

Eric J. Auman

President & CEO

tel. 407.297.1001 ext 3009 cel. 407.257.0393

email. eauman@hytecrepair.com