



Machinery Inc.

77684 Hwy 99 South, Cottage Grove, OR 97424
Phone: 1-800-942-4401, Phone: (541) 942-4401,
www.kimwood.com sales@kimwood.com

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To all Kimwood Sander Customers:

Re: Kimwood Service

Kimwood Machinery Inc is currently in the process of evaluating a return of allowing service techs to travel and be onsite for service work/training. While we have some items to be worked out, the hope is to allow our techs out starting in June. The actual date has not been determined.

As we proceed with caution, the first allowed service calls will be those where the service tech can drive to our customer's plant and avoid airports/large cities. Service calls requiring flights or international travel will continue to be restricted until further notice.

The single most important stipulation is that the State and County where the plant resides must be designated "Phase 1" or higher.

It will be the responsibility of each plant to inform Kimwood of any special procedures or specific personal protective equipment required for the service tech to enter the plant and perform their requested work. Kimwood techs will have hand sanitizer, vinyl gloves and face shield, along with the standard hard hat, steel toed boots, safety vest and hearing protection. Safety/exposure are simply the biggest concerns, should a Kimwood service tech feel that he is at risk (tech has notified plant of his concerns and they are not corrected) tech is authorized to leave the plant and customer will be billed for labor and "out of pocket" expenses.

In the event any Kimwood employee was to be confirmed as having Covid-19, all scheduled service calls will be cancelled for a minimum of (2) weeks to ensure Kimwood does it's part to not spread the virus. Kimwood kindly asks that all customers reveal if any employees of the plant have tested positive for the virus as well. Upon completion of the service call, Kimwood and the customer owe it to each other to notify the other of any positive cases that occur within 2 weeks of service call completion.

Thank you for your understanding and stay safe,

Mike Simmons V.P. Sales & Service

Kimwood Machinery Inc.

1.800.942.4401 ext. 106

Direct (541) 204-8309

Cell (541) 912-0129