

To all GÜNTHER customers

Frankenberg, 20 March 2020

**Information on COVID-19**

Dear Sir or Madam,

We are all currently experiencing extraordinary times in which our every-day lives are being determined by Covid-19, or the coronavirus. It is a time that calls for caution, solidarity, cooperation, flexibility and creativity in order to follow the edicts of the politicians and keep our joint businesses running.

We already reacted to this development early on and took measures to perform our social and economic responsibility.

GÜNTHER Heisskanaltechnik GmbH gives top priority to its supply reliability and to the health of its employees. To ensure maximum contactability where possible, teams have been subdivided and separated spatially and in terms of time. Additionally, we have enabled mobile working solutions in almost all administrative areas.

As a result of our high manufacturing depth and our extensive independence from sub-suppliers, we can offer you the highest possible degree of support. Furthermore, you need not forgo our high-quality commercial and technical advice to which you are accustomed. During this period, our sales consultants and application engineers will be available over the telephone, via Teamviewer or via our new i40 portal to solve any questions relating to application technology, such as augmented reality. In this respect, please contact your usual contact person in the field team or in the office.

Although we do not rule out a personal meeting or a visit at our factory in Frankenberg, please understand that we can currently only accommodate absolutely essential visits.

As you see, you can count on our sustained service also during these times. Unfortunately, we are unable to give an unlimited guarantee in view of the ever-changing situation, particularly with regard to instructions from public authorities and the government.

If you have any further questions, I am available to you for a personal conversation over the telephone at any time.

We wish that we all come through this difficult period well. Stay safe!

With kind regards  
GÜNTHER Heisskanaltechnik GmbH



Siegrid Sommer  
Managing Director