



Crown Equipment Corporation

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To our valued customers and their teams,

During this critical time, it is vitally important that supply chains have the necessary equipment and resources to continue to function. Crown is committed to providing our full support to help get essential supplies to where they are needed most—to hospitals, grocery stores and the communities at large in which we, our customers and our families work and live.

We are taking steps to ensure that we can continue to provide necessary equipment and service to our customers, while also doing our part to help protect both our employees and yours, as well as our communities. Crown is complying with public health guidance and has implemented new health and safety measures throughout all its facilities to help check the spread of COVID-19. We continue to closely monitor the situation.

For our customers, we plan to maintain normal operations to help mitigate the impacts of COVID-19 on your business and we stand ready to assist you with your material handling needs as you navigate these uncharted waters.

- We have prepped thousands of rental forklifts throughout the country so they are immediately available to help you deal with increased demand. Just **call 877-RNT-LIFT** to discuss your needs.
- Our nationwide parts inventory and service network is available and ready to help keep your fleets running as efficiently as possible.
- We can also help with routine maintenance, such as battery service and watering, so your teams can focus on moving products and material as productively as possible.

We are all concerned about the health of our employees, especially during this time. With this in mind, we are also able to provide the following should you need service on your equipment.

- Service appointments scheduled during alternative or off-peak business hours
- Outside appointments and work areas where conditions permit
- Service performed at your nearest Crown dealer location
- Easy scheduling via the Crown Service Request app located in the App Store or on Google Play

Regardless of how you choose to work with our service team, we are trained and equipped to work with our collective wellbeing in mind, observing all social distancing recommendations, cleaning and disinfecting our service vehicles before and after each service call and processing your service documentation using our electronic systems. We appreciate that our customers will also do everything they can to help ensure that our service technicians can perform their tasks without increased risk of contracting the virus.

While the world outside is very different than usual, we remain committed to our tradition of doing the right things to help our customers serve their customers. Together, let's embrace the challenge of supporting the people and communities that are depending on us.