

Dear Hy-Brid Lifts Customer,

We hope that our letter finds you and your family safe and healthy. Our number one priority has always been and continues to be the health and safety of our customers, employees, vendors and community. There is so much uncertainty right now among the challenges hurled at us by the COVID-19 outbreak, but there is one thing we want you to be certain of; Hy-Brid Lifts is still here to serve your needs. Our team is taking extra safety precautions to ensure we can safely remain open and available to support you.

Even though much of Wisconsin has been affected by the governor's shelter at home order, Hy-Brid Lifts meets the criteria of an essential business. We will continue to operate to ensure our customers have access to parts and service needed to support their operations. Additionally, we will continue to manufacture Hy-Brid Lifts and have lifts in stock to meet ongoing customer demand. We have added additional technical service staff to answer questions and help direct customers on troubleshooting and service needs, and are offering videos and video conferencing to enhance training and maintenance protocols. Customers can continue to expect parts orders to be fulfilled the same day if received by 12:00 p.m. Our technicians will be available by phone from 8:00 a.m. to 5:00 p.m central time.

We are continuing to monitor the situation and are adapting as needed, allowing for additional social distancing in our manufacturing facility and offices, and instructing our salespeople to avoid face-to-face visits with customers for the time being unless they are specifically requested. Your sales team will be in regular contact with you to ensure your needs are met at this time. To date, there have been no cases of COVID-19 among the Hy-Brid Lifts team and we are taking every precaution possible to maintain the health and safety of our team and yours.

Below are the key contact support numbers:

Main office 262-644-1300

Parts department 262-297-5196

Technical Support 262-297-5195

Instructional videos can be found on our YouTube page

<https://www.youtube.com/user/HyBridLifts/featured>

If you have any questions or concerns, feel free to reach out to 262-644-1300.

We are confident that Hy-Brid Lifts and our partners will weather this storm and emerge stronger than ever before.

Sincerely,



Terry Dolan, President & CEO