



UNITED AUTOMATION INC.

DISTRIBUTOR OF PNEUMATIC & ELECTRICAL PRODUCTS

1491 NO. KEALY, SUITE 4 ~ LEWISVILLE, TX 75057 ~ PH 972-420-1123 ~ FAX 972-420-1103

March 24, 2020

Dear Valued Customer,

In connection with the ongoing COVID-19 pandemic, we are writing to inform you that **United Automation Inc. will remain operational** during this time and continue to monitor the situation carefully. We have determined that our business is considered necessary to the operations of the critical infrastructure sectors, based on the products we sell and the industries we serve. Additionally, we have been advised by several customers that they depend on the goods that we supply as necessary to the support their businesses that Homeland Security has identified as “Essential to Critical Infrastructure”.

We are a small group of people, and as of this writing, we are grateful that all remain healthy. We have endeavored to take steps, following the guidance and protocols issued by national state and local agencies to protect our employees while maintaining daily operations and serving your needs as fully as possible.

- Our staff has now has the capacity for working remotely.
- Office phones and e-mail are being transferred to them directly.
- The necessary work of shipping and receiving of products at our facility will be handled daily by a limited number of staff during flexible work hours.
- To protect our employees, we are not allowing any Non-Essential visitors to enter our facility.
 - We are temporarily not accepting new orders for “will call pick-up at our facility”.
 - If you have an existing order to be picked up at our facility, please phone (972-420-1123) ahead of your arrival to confirm a time when staff will be available to bring your order to your vehicle.
 - If you have an emergency need – please call and we will do everything possible to accommodate you.

We appreciate your continuing support and wish you all continued health and safety as we all navigate through these challenging times.

Sincerely,

Joseph J Roberts

President

United Automation, Inc.