

Kromek Service and support during the Covid - 19 Lock down period for Kromek Bottle Scanners

Considering the developing COVID -19 situation Kromek are closely following government advice to protect our staff, especially those in customer facing positions.

In order to do this, we have taken a decision to slightly restructure our service and support for your Liquid Explosive detection systems until 1st June 2020, subject to UK Government travel and social distancing advice, as follows

- a) All routine services will be deferred until on or after 01/06/2020 in all circumstances and we will be in contact to make specific arrangements nearer the time. Kromek consider that the current flight restrictions will significantly reduce system usage and allow us to stretch the service interval. Where this is not possible or desirable in the circumstances Kromek are able to offer a remote system calibration check which should meet all legislative requirements. Please email service@kromek.com if you wish to use this service.
- b) Breakdown cover will continue as per current your current contract with the proviso that any repair work is carried out with the observance of all social distancing measures possible however, an airport employee must be present for health and safety reasons.

If you have any queries or concerns, please do not hesitate to contact us on the service and support email which is given below and monitored daily.

Email: service@kromek.com