

## 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.

We remain open and operational during these challenging and unprecedented times and will continue to provide support coverage to the extent possible throughout this period.

We have taken a decision to slightly restructure our service and support for your Quant for GR1 systems until 1st June 2020, subject to UK Government travel and social distancing advice, as follows.

- a) All annual calibration services will be deferred until on or after 01/06/2020.
- b) Breakdown cover will continue as per current contracts with the proviso that any repair work is carried out during normal operational hours with minimal contact with your employees.

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](mailto:service@kromek.com);