

March 13, 2020

J.A. King is here to help ensure your process stays up and running

To our valued customers:

In this quickly changing business environment, J.A. King's priorities remain to keep our associates and our customers safe. It's also really important to us to enable you to continue production around the changes in routine that the coronavirus is requiring us all to do. We know that calibration and repair are vital parts of the manufacturing process and something that can't just be suspended until this pandemic passes.


If you have restrictions for visitors coming to your location, here are three ways that J.A. King can access your equipment and ensure it remains in calibration:

- All labs are capable of receiving equipment sent in to them. The J.A. King team will be gloved and will clean all incoming equipment for the protection of our associates and our customers. Our quality department has developed a procedure to follow to ensure that the cleansing process will not affect the integrity or operation of your equipment. We will also clean your equipment before it leaves our lab so you can be confident that it's ready to go back into your operation without additional precautions.
- All our labs are offering pick-up and delivery within a 60 mile radius. Should your facility have specific social distancing measures in place for shipping and receiving, simply alert your local coordinator when you schedule the pick-up and our delivery drivers will comply.
- All of our labs are still receiving equipment dropped off by customers. Please expect to be met by a gloved associate and please don't be offended if we skip the handshake.

No matter how you choose to get your equipment to us, we'll get it in, out and back to you as quickly as we can so you can keep up production.

The pandemic situation remains dynamic so we may need to alter these arrangements in the future but we will communicate any changes with you in advance.

Thanks and stay healthy,



Greg King
Senior Service Director
J.A. King