



Expert Laser Services is open, and ready to support our clients.

COVID-19 UPDATE

To Our Valued Partners,

Here at Expert Laser Services, Inc. we are continuing our efforts in dealing with the latest Coronavirus updates. The newspapers, TV, Facebook, Twitter, LinkedIn, and all other social media outlets are all talking about the same things; but unfortunately, they are also sending mixed, confusing, and sometimes contradictory messages. As business leaders, we are all just trying to find the truth and make the best possible decisions to keep everyone safe and still serve our customers. So, in this time of uncertainty, we offer a gift of clarity. Expert Laser Services is absolutely ready, willing and able to keep your business machines running and your IT infrastructure functioning!

We also understand that many of you are moving to either a new or expanded remote work structure to ensure the safety of your employees. If you need assistance setting up your employees to work from home, we are here to help. Even if you only need a home printer for a new remote worker, please call us. We have the right printer in stock and can install it today!

We recognize you put trust in us when we service and deliver IT solutions or business equipment and supplies to your workplace. Our number one priority is the safety of your work environment, and the welfare of your employees and their families. We want to share some of the actions we have taken to keep your business safe during this public emergency:

- We have intensified all cleaning efforts throughout our facilities, implementing comprehensive disinfecting procedures with an emphasis on high-touch surfaces and objects, including staff areas, conference facilities, shared devices, and kitchen facilities.
- All Technicians will first utilize and exhaust all remote options available to us, before scheduling an on-site visit.
- All Technicians will be provided gloves and wipes. They will be wearing gloves upon entering your location and use wipes on all surfaces before and after servicing your office equipment.
- If a Technician works on multiple machines, they will change gloves between each machine, and wipe down each machine before and after servicing the equipment.
- All Technicians and Sales Representatives will wash their hands upon entering your office, as well as upon leaving your office.
- They will also avoid any close communications with your employees, including touching, handshaking, high fiving, etc.
- All employees will be required to wear a protective mask.
- We are collecting emails from clients. This will allow us to send electronic invoices rather than physical ones. Keeping both our employees and clients safe.
- Most importantly, we are strictly enforcing and financially supporting the strict adherence to the stay at home rule for all of our employees who even suspect that they may have been susceptible to the virus, and obviously for those in quarantine and/or treatment.

Please note that we continue to be committed to provide the best support services available in our industry, even as we all travel through this uncharted territory. Our top priority is to protect the health and safety of all of those around us, and we remain optimistic that together, we will get through this difficult period.

We are here to help you.

Sincerely,

The Expert Laser Services Team