



Dear Valued Partner,

As the Coronavirus (COVID-19) situation continues to develop, the safety and well-being of our business partners and employees remains our top priority. As a critical member of our Raypak business, we know you have questions. In recent days, certain states, including our home state of California, have implemented severe restrictions on operating in the current environment. Therefore, we'd like to inform you of the actions we are taking to protect our people and support our channel partners.

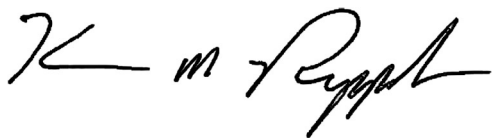
- **Safeguarding our People and Operations:** To protect our people and operations, we have shifted all non-production focused teams to a remote work model and suspended all outside visitors to our Raypak plant.
- **Ensuring Ongoing Supply:** We will continue to operate our factory with a focus on supporting critical and essential demand applications for boilers, volume water heaters, pool heaters, and repair parts. Our efforts include working collectively with our supplier's to support our production demands.
- **Suspending Travel:** We have suspended all employee domestic and international travel. We will conduct business using all available technology options.

- **Partner Service and Technical Support:** We have shifted our Channel Partner and field support teams to a remote model with the goal of no disruption to our channel partners. We are embracing the many technology tools available to us to continue our day-to-day business operations and customer interactions. All calls are being routed to voicemail with our customer support teams actively monitoring the voicemail and email inboxes to support you.
- **Cancelling Training:** Additionally, out of concern for the safety of our customers and staff, all trainings in the field and at our Innovation Learning Centers have been cancelled through April 20. We will post further updates via social media and at [innovationlearningcenters.com](http://innovationlearningcenters.com).

We encourage everyone to utilize safety protocols to protect employees while in homes and businesses, thus limiting the spread of the virus. Additionally, we encourage distributors to establish protocols for taking orders and staging product for pick up or delivery to minimize contact, thus reducing the potential spread of the virus.

Alongside the entire nation, we are closely monitoring any developments that could have a potential impact to our business. As always, Raypak will remain committed to providing superior service and support that our customers have come to expect.

Stay safe and know that we are here to help. Thank you for your continued focus and commitment during this time.

Handwritten signature of K. M. Raypak in black ink.Handwritten signature in black ink, likely representing a company representative.

**Kevin Ruppelt**

VP & GM — Raypak | IBC  
Operations

**Richard Corcoran**

Vice President of Sales and  
Marketing



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