



iPEK International GmbH / See, Gewerbepark 22 / D-87477 Sulzberg

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COVID-19: Important Information

Dear customers & partners,

Currently we are all facing the great challenge that COVID-19 has presented us.

The health of everyone is our highest priority and the driving force for our actions. In order to minimise the risk of infection, to slow down its spread, to protect us all, and yet to continue to provide our sales and services unchanged we have taken effective measures.

iPEK currently produces and delivers as usual. We have taken measures to keep up our productivity. Nevertheless, the unpredictable development regarding the Corona-virus does not allow us to predict, how our future productivity and ability to deliver might be affected. If we detect a potential delay in deliveries, we will keep you informed proactively.

For our UK Clients:

With the above in mind we will be suspending site visits until further notice of our UK Service Van (Neil Taylor). We appreciate this will have an impact but we have spoken to all of our third-party service centres and they are all currently still taking in repairs of iPEK equipment.

We have a number of third-party repair centres situated around the UK. If you are unsure who your nearest service centre is, please contact a member of the iPEK UK team and we can advise you accordingly.

Alternatively, we are still taking in repairs via post / carrier to our Bristol service centre, so please send any repairs to the address below with your contact name, contact number, company details and brief description of the fault. Please do not turn up to the Bristol service centre. Call first and we will discuss how we can best manage your problem without having to visit the Bristol service centre.

We apologise that this may cause some inconvenience but in the current environment until the situation changes we feel this compromise will allow servicing and repair to continue as smoothly as the service van visiting each individual site.
Many thanks.

We constantly adapt our actions and safety precautions to the current situation and keep you up to date.

Stay healthy!

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