



HITACHI

GROVE
by Genie



March 18, 2020

Dear valued customers,

We value the safety of our employees, customers and communities we serve.

Due to the nature of our business, our branches are open and serving customers from 7:00am to 5:00pm Monday to Friday.

- Afterhours parts and service support:
 - Go to the Honnen.com website or dial 800.646.6636 to access support for any of our 11 locations.
- Parts Ordering online 24/7:
 - Go to the Honnen.com website to access online parts ordering under the Parts + Service pull down at the top of the page.
- Service Support 24/7:
 - Honnen's Connected Support Center has a suite of technology tools (JLink, Service Advisor Remote, and Diagnostic Trouble code software) along with our highly trained and experienced technicians to keep you up and running.
- Machine Sales & Rentals
 - Dial 800.646.6636 to reach a salesperson for any of our 11 locations or go to the Honnen.com website under the sales section to find your salesperson.

As of today, we have implemented the following precautions:

- We have increased the level of cleaning and disinfecting at all 11 locations
- Our employees are regularly washing their hands and using sanitizers
- Any employee showing respiratory symptoms has been asked to stay home until they are released to return to work by their doctor
- Our Sales Personnel will be limiting in-person meetings but are available by phone, text, and email
- Some of our Administration team members are working remotely but are still available by phone, text and email

As we continue to mobilize during this COVID-19 pandemic, we will follow CDC guidelines for employers, update best practices, and notify our customers of any changes.

Take care and thank you for your business.

Mark Honnen - President

Denver · Grand Junction · Durango · Casper · Cheyenne · Gillette · Rock Springs · Salt Lake City · Ogden · St. George · Idaho Falls
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