



# TECHNIQUES GROUP

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25 March 2020

## Service & Support during the COVID-19 Nationwide Lockdown

Dear Valued Customers,

In light of the nationwide lockdown announced by our President Cyril Ramaphosa, the Techniques Group of companies would like to reassure our clients that as an essential service provider to the food, beverage and pharmaceutical industry, we have the necessary measures in place to ensure that you, our customers, receive the essential service & support during this time that you require.

As a trusted & longstanding partner to your business we understand that the quality of your brand/product is at the highest level of priority, so rest assured that we will undertake to support your business with a service level of excellence to promote the smooth running of your production lines as well as minimize down time.

- 1) The Techniques Group will be running skeleton staff in all our branches to ensure that our customers involved in the production of food and medical supplies will receive adequate support during the 21 days of National lockdown.
- 2) Our technicians will be available 24/7 nationally for call-outs, support and machine breakdowns. Clients can call our National hotline number 086 11 000 55. Afters hours you can call the same number & select "3 for Technical Support" from the menu, or alternatively you can contact the standby technician directly on 072 573 0989.
- 3) Whilst we do carry substantial spare parts locally, we cannot ensure the availability of all spare parts due to the pandemic and resultant global restrictions. We do however, wish to assure you that we are in daily contact with our principals to find solutions, where needed, to minimise any downtime.
- 4) As a business, we have put all the necessary measures in place to ensure reduced risk and exposure to all our staff and customers to the COVID-19 virus.

The Techniques Group would like to thank you for your continued support, and appreciate your business, as together we try to navigate our way through these uncertain and difficult times.

If you require any further information please contact us on our national hotline 086 11 000 55, or email: [info@techniquesgroup.co.za](mailto:info@techniquesgroup.co.za).

We wish all our clients health, safety and wellbeing.

### Warm Regards

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