

NPK

Service Bulletin

ATTENTION: ALL SERVICE MANAGERS

SUBJECT: THE STATE OF OHIO HAS ISSUED A “STAY AT HOME” ORDER

Ohio’s Governor, Mike DeWine, has issued a “Stay at Home” Order that will go into effect at 11:59PM on Monday March 23, 2020. NPK will be complying with this order effective noon on Monday, March 23, 2020. There will no longer be any employees at the NPK Facilities after this time.

Please know that NPK will be here to assist with all your product support needs. The product support team will all be equipped to do their jobs from home. The NPK phone system has been set up in a way that if you dial a specific product support team member’s phone extension, it will auto send to this person’s cell phone. The following is a list of the team members and their extensions ready to help with any product support needs that you may have. You will need to dial into the switch board at 440-232-7900, then choose the specific person you would like to talk to by dialing their extension:

- Mike Rzeszotarski (Product Support Manager): Ext. 122
- Jeannine Romeo (Product Support Administrative Assistant): Ext. 118
- Mark Snyder (Product Support Representative): Ext. 149
- Dan Vale (Product Support Representative): Ext. 124
- Jim Purcell (Product Support Representative): Ext. 143
- Jason Bauer (Electronic Parts Catalog and Service Publications Coordinator): Ext. 133
- Stacey Harris (Mining Division Product Support Representative): Ext. 155
- Ryan Crookham (West Coast Product Support Representative): *No Extension* Cell #: 951-941-2652

During this time period, please **do not** send fax transmissions to NPK (example: Hammer Rebuild Specification Work Sheets). There will be no one at NPK to receive and distribute these faxes accordingly. During this “Stay at Home” Order period, please scan any document that you might ordinarily fax to NPK and email them to the NPK Service mailbox at: Service@npkce.com

At the moment this “Stay at Home” Order is scheduled to end on April 6, 2020, however, we have no way of knowing if the State of Ohio will make provisions to extend this time period. NPK will do everything in its power to keep you updated with our current business condition and will do our best to provide the high level of support that you have come to expect and deserve from the NPK Team.

NPK appreciates you and your understanding during this difficult time in our country. Stay safe!