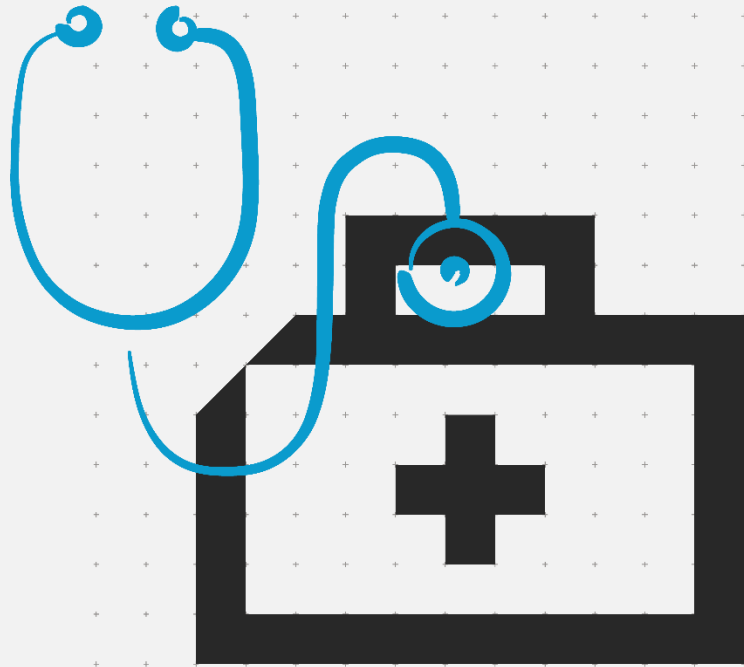




To Our Valued Customers

Coronavirus Update



KDA | March 2020 | New Jersey

We pride ourselves on our exceptional customer service, and our ability to provide you timely maintenance and repair services. The health and well-being of our employees is also very important to us. Accordingly, in order to ensure the maximum possible safety of our Kyocera Service Technicians, we may not be able to service your machines within the normal time window. This may likely be the case if it is a non-essential repair or visit. Depending on the severity of the Coronavirus in our area or the restrictions in place as a result, we may not be able to visit your office to provide any services until further notice.

So you are aware, if one of our technicians is able to visit, we have provided them with the following guidance:

General guidance

- + Follow basic recommendations of the [World Health Organization](#)
 - + Wash your hands frequently.
 - + Sneeze or cough into your elbow or a tissue.
- + Maintain a distance of at least three feet from people

Before each service visit

- + Wear latex disposable gloves. If you need to purchase gloves, you can expense it.

During each service visit

- + Clean machines and accessories with a disinfectant wipe before operating the machine.
- + Avoid touching your eyes, nose and mouth.
- + Use common sense. Do not go near or make contact with someone if they appear ill or have a cough.

After each service visit

- + Before leaving the customer, wipe down the machine again with a disinfectant wipe.
- + Dispose of used gloves and wipes safely, avoiding direct contact with eyes, nose and mouth.
- + Wash your hands with soap and water or use an alcohol-based sanitizer when you finish the service.

Healthcare Facilities

If you are a *healthcare facility* of any kind, our technicians must first confirm whether they can be onsite with our VP of Service. If we deem that the service visit is either non-essential or would put our technician in any risk, we maintain the right to deny the service request until such time as the risks are reduced. However, if the service call is essential and/or deemed not to put the technician at risk, the technician will, on arrival, ask the staff for their recommendations on protective measures in addition to following the guidelines set forth above. If you, as the customer, have specific measures in place, the technician will follow them (including the wearing of masks or other protective personal equipment).

Thank you for your understanding and continued relationship.



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