



Re: Non-Warranty Field Service Work

Coronavirus (COVID-19)

March 23, 2020

The health and wellbeing of our team members and customers is our top priority. We are closely monitoring the evolving Coronavirus (COVID-19) situation as well as communications and guidance from the Center for Disease Control and Prevention (CDC), World Health Organization (WHO), and the Department of Public Health.

With that in mind, MI's in-house service technicians will halt all **non-warranty-related** Field Service work across the country effective immediately. Examples of **non-warranty-related** work include, but are not limited to:

- Damages in the field
- Installation issues
- Non-accredited water testing performed in the field
- Field-based training

Our technicians will resume performing these non-warranty-related services when it is deemed appropriate and safe per the CDC, WHO, Department of Public Health, and other health and safety experts.

Sincerely,

Tara Miller
CustomerCare and Field Service Manager

