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March 22, 2020

To All IBT Customers:

Due to the importance of maintaining our country's critical essential infrastructure, all IBT locations are open and will remain available to serve you with your product and application needs. As an essential business, IBT will continue to accept orders, provide customer service, ship products and make deliveries throughout this global health crisis in the same way we have done for decades. Please call your [local branch or salesperson](#) should you need any assistance or have further questions.

Our sales team remains available for on-site visits to provide technical support and troubleshooting assistance. But at this time, to protect the health and well being of our employees and customers, we will only make visits at the customer's request.

For those of you who need our support, but have restrictions regarding allowing specialists on-site, please connect with us using our new mobile application, Uptime.



This new and super handy App is now available on the Apple AppStore and Google Play.



We are continuously monitoring this unprecedented situation and are committed to providing you with uninterrupted service during this extraordinary time. IBT is equally committed to remaining in compliance with public health officials and governmental orders to safeguard our employees.

Sincerely,

Dave Humphry  
Vice President of Sales