



5th May 2020

Dear Valued Customer,

Further to the Government guidance, we wanted to provide a further update. Aqua Cure remain open and fully operational. Our main priority is to continue to help provide sanitation and filtration for drinking water for any of our customers who also remain open, whilst also focusing on our customers who are providing critical services during the COVID-19 pandemic; as an example, we continue to supply Hospitals, Care Homes, Delivery Companies, Construction and more.

To ensure our customers, especially those critical sites, receive the ongoing products and supply they need, we have implemented a core team across our business. This includes:

- Setting up a dedicated Crisis Management Team who meet daily.
- Issuing new guidelines to all factory employees including providing them with the appropriate PPE.
- Ensuring a constant supply of hand sanitiser around the business.
- Introducing new temporary measures to avoid the need for a signature.
- Introducing agile working for many of our support functions including working from home where possible and removing any non-essential travel.
- Implementing a new next day delivery cut off time. In order to be eligible for next day delivery, please ensure you order before 14:00, our usual cut off is 15:30

**Our Customer Service Team is currently operating remotely but as normal. Should you have any urgent requirements, wish to place any orders for parts or consumables firstly can we direct you to order through the [Aqua Cure website](#) or to email orders to [sales@aquacure.co.uk](mailto:sales@aquacure.co.uk).**

**We are still available to answer calls, however due to the above measures and high call volumes please be sure to make first use of our email and website.**

If have any queries relating to your orders, deliveries and sanitation we have new content on some [frequently asked questions](#). We also have a guide on how to treat water filters after extended downtime available [here](#), and you can view our sanitation product guide [here](#).

It is a combination of a dedicated team, innovative ideas and new special measures which mean we continue to provide our customers with the service levels they expect in these challenging times.

We would like to once again thank you for your continued custom and hope that you continue to stay safe during this uncertain time.

Best Wishes  
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