



To all our customers, suppliers and partners,

I hope that you, your family and friends are safe and well.

As the effects of the COVID-19 outbreak are felt more acutely across the world, I wanted to let you know about the measures that UHV Design has put in place to counter the impact of the pandemic on our business and what we are doing to support you at this time.

### **UHV Design remains open for business**

UHV Design specialises in the manufacture of motion and manipulation products for use within Ultra High Vacuum (UHV) environments. A number of our customers and commercial partners are providing research into COVID-19. Therefore, we see it as essential to stay in operation to support this vital work.

Our factory at Judges House remains open and production staff continue to work on-site to build and ship equipment. Staff are required to comply with social-distancing measures while at work and to follow strict guidelines on handwashing and sanitisation of work areas.

In keeping with the instructions issued by the U.K. government, all other staff have been directed to work from home, where possible.

### **Communication during the crisis**

Judges House has been closed to external visitors until further notice. If you have an existing appointment to visit the factory, UHV Design will contact you to arrange an alternative means of holding the meeting.

When contacting UHV Design by phone, please use the main switchboard number, **+44 (0) 1323 811188**.

### **Supply of goods and services**

Our Purchasing team has been working closely with our suppliers to ensure a continued supply of key materials and parts available to manufacture all products in our range. We do have the benefit of manufacturing a high percentage of our products on site, therefore not heavily relying on a finished goods supply chain.

However, if global supply chains of specific parts and raw materials are disrupted, this may have an impact on our ability to supply certain products. Customers with an urgent need to guarantee supply should contact the sales team as soon as possible to discuss.

You can reach our sales team via the main switchboard number or by emailing them at their usual address or for general enquiries at [sales@uhvdesign.com](mailto:sales@uhvdesign.com)

Our ability to travel within the UK and overseas is constrained due to government requirements to limit "non-essential" travel. We recognise that our equipment can be vital to research and our team of service engineers stands ready to travel where possible, for example, to help with requests for essential service at medical institutions researching the coronavirus. Where travel is not allowed, we will do our best to offer remote support by phone or email.

You can reach our service team via the main switchboard number or by emailing them at [sales@uhvdesign.com](mailto:sales@uhvdesign.com)  
– please specific SERVICE in the title bar of your email.

These are extraordinary times. More than ever, we at UHV Design are committed to doing what we can to support the work of all the scientists and researchers who use and rely on our equipment. We will keep you updated on further changes but please do not hesitate to contact us in the meantime if you have any concerns or questions.

Thank you for working with UHV Design.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'TNS', with a large, stylized flourish at the end.

Trevor Nicholls

Managing Director  
**UHV Design Ltd.**