

CROISSY SUR SEINE, 5 November 2020

Dear Users and Customers,

As one response to changes in the Covid-19 situation in your country and the decisions taken by local authorities and government, we hereby assure you that JEOL (EUROPE) SAS and its Subsidiaries, branch Offices and Authorized Partners fully maintain JEOL Parts and Services supply to all customers present in the territories under their own jurisdiction.

Our technical staff remain fully mobilized throughout their own territories, to provide any assistance required by our Customers and Users, both remotely and on site, in strict compliance with security measures, in accordance with your local government instructions in force.

In the similar responsible dynamic, our Service Administration Team members are fully organized so as to strengthen the capacities of personnel eligible for teleworking, while preserving those of employees committed to ensuring the continuity of our supplies of materials, spare parts, attachments and accessories essential to your activities.

Better yet, we support all of our partners and technical contacts in strengthening their knowledge specific to our instruments and associated techniques through webinars produced by our Applications Department.

Ultimately, the measures implemented by JEOL (EUROPE) SAS Group and its Authorized Partners are designed from an agile perspective, so as to adapt all both Commercial and Technical Services to the changing health conditions prevailing in your territory.

Please accept hereby the determination of JEOL (EUROPE) SAS to preserve the availability of our goods and Services within the Operational Capacities limits which might be specific to your Country.

Etienne FREYRIA  
JEOL (EUROPE) SAS  
DIRECTOR  
SERVICE DEPARTMENT