



Operating with  
**YOUR SAFETY AS  
OUR TOP PRIORITY**



All Products  
**FULLY STOCKED  
AND READY TO SHIP**



Experts are  
**STANDING BY  
(800) 449-4539**

## RACO MFG AND ENG BUSINESS CONTINUITY PLAN

In light of this week's reports concerning COVID-19, we would like to share our business continuity plan with you, our customers, and also explain our role as an essential business within our communities.

As an essential business, RACO provides services and equipment to power and water/wastewater utilities, electrical contractors, transportation, hospitals and other critical infrastructure providers throughout the United States and Canada. While many of you will be temporarily closing during this time, RACO will remain open to support our essential infrastructure and manufacturing customers who rely on us to operate.

Our Sales, Technical Support and Customer Service teams remain available to support you as follows:

### Online Support 24 x 7 through the following:

- [www.askraco.com](http://www.askraco.com) – to initiate a question
- [www.RACORMA.com](http://www.RACORMA.com) – to initiate an RMA request
- [www.RACOMobileSupport.com](http://www.RACOMobileSupport.com) – for mobile optimized view of FAQs

### Telephone support Monday - Friday, 7:30 am – 3:30 pm PST through the following channels:

- Telephone: (800) 449-4539
- SMS: Send text to (510) 422-1974 (This will start a Live Support session via SMS).
- Live Chat via website – [www.racom.com](http://www.racom.com) (Square icon, lower left hand corner where it states "RACO Live Support")



RACO Manufacturing is a safe service provider – all our systems and back-up operations are cloud-based with multiple redundancies. Therefore, you need not worry about service interruption to your remote alarm notification and monitoring systems.

**Lastly, RACO Manufacturing, to date is 100% coronavirus (COVID-19) free.**

We have implemented more safety measures and protocols to protect our team members, their families and our overall community. We will also watch and follow guidance from the Centers for Disease Control and Prevention (CDC).

Our teams will use the latest technology when face-to-face interaction cannot occur to help you solve your problems and ensure you have the solutions you need when you need them.

If for any reason you have a problem or need assistance, please do not hesitate to contact us. All of us at RACO Manufacturing want to make sure your business is successful and problem free. Working together we will get through this challenging period.

Thank you,

James Brown  
VP Sales / Marketing