



3-18-2020

Dear Valued Partners,

Change and volatility are things that those of us in the agricultural industry are familiar with. We believe that no group is better equipped to handle quick changing conditions than the American farmer and those that support them. That being said the current situation with the Coronavirus is uncharted territory for us and we want to share with you how we plan to support you in this very critical time of the year.

As I have shared with our team, the health and safety of our team, the producers that we support and the communities that we operate in is our first priority. The next most important is our commitment to you, our customers that we provide support to. We understand that there is work to be done and the American Farmer is going to get it done. You are going to take care of your livestock, prepare the soil for planting and plant the crops for this fall. As a result there will be equipment failures and upgrades that will require the support of a dealer. KanEquip plans to be available to support you through these challenging times.

Currently we are reviewing the changing environment daily and determining the best way to meet your needs. At this time we are operating as normal with some additional precautions.

- We have asked our team to keep their work areas disinfected
- Any team member that has any symptoms of even a common cold has been asked to stay at home until they are symptom free.
- Practice social distancing when possible

Some ideas that could work for us mutually would be:

- Calling your parts orders in ahead of time and having them pulled and ready when you arrive
- Emailing your parts orders in (see attached email addresses)
- Notify us when you arrive and we can deliver your order to your vehicle
- Having non-emergency parts shipped
- Leverage the KanEquip.com website for CNH parts books and look up
- Setting up your service request by phone or with the use of the service request form on our website
- Working with our sales team over the phone or in the open air at your farm

If you have symptoms of a cold, coughing, sneezing, fever or recent travel to high risk areas, we strongly suggest that you implement the ideas above to help our teams stay healthy so we are available to service your needs throughout the year.

KanEquip has just completed a major parts purchase that should have us prepared to support you through this spring even if our supply channels break down and are unable to replenish stock like normal. We fully understand you have a job that has to be done and that you will need our support to get this done and we assure you that we are here and available to support you this spring season.

KanEquip will continue to monitor the conditions and adjust as things evolve. We ask that you also take the necessary precautions to protect yourself and others that you come in contact with and count on. Together we will be successful through this challenge like so many before.

Thank you,

Craig Goff
General Manager



Email addresses:

Wamego location

- Parts Wamego.parts@kanequip.com
- Service Wamego.service@kanequip.com

Herington

- Parts Herington.parts@kanequip.com
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