

Warning External Email:

To our valued distributors, resellers and customers:

Two things are now apparent: first, the public can be infected with the novel COVID-19 virus even through casual contact with someone who has no apparent symptoms, and second, the next two weeks are critical if we are to successfully deny the virus the opportunity to spread exponentially as it has in so many other countries.

Due to this increasing likelihood that our employees may become infected, Novanex will be operating on a limited basis until April 1, at which time we'll evaluate the risks of resuming normal operations. By taking this short break we're hoping to resume operations at full strength going forward.

What does this mean to you?

The Novanex team members who normally work in our Charlottesville facility to assemble, test and ship our products to you will isolate themselves at home. Novanex will continue to pay them as if they were working a regular 40 hour week and will not require them to use sick leave. In return we are asking them not come in contact with the public if at all possible.

The Novanex team members who are not required to be in our Charlottesville facility will work from home during their normal working hours. This means Novanex will be able to confirm pricing and product availability, to help structure bid responses, to pay our suppliers and deposit your payments for prior shipments– so please don't stop sending them!!!

What we won't be able to do is ship our products to you for the next two weeks. Monday March 15 will be our last day of normal operations, and at that time we will ship orders received last week. When we resume normal business operations your orders will be processed in the order received.

Thanks for your understanding during this important time, when we should all be reducing our interactions with others, to help flatten the exponential infection curve and to protect the lives of our co-workers, friends and loved ones. Please don't hesitate to call with any questions.

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