



mättsolutions  
food quality specialists

To our valued clients,

24-3-2020

## **We Are Working Through This Together to Ensure Business Continuity**

Mätt Solutions is considered an essential service supplier – servicing instruments / quality and process control solutions to the food manufacturing sector.

During these uncertain times, we have made it our mission to make life a little easier for you by continuing to provide the products and services that protect the reliability and integrity of your products. Here are the ways we are working to do this.

### **Order. Ship. Receive.**

Our order processing team is up and running. You can continue to place orders and expect to receive them.

### **Continued Service Support**

We offer remote services to keep your production lines running optimally even in the absence of physical site visits, such as:

- Repair and Calibrations at our facility in Christchurch
- Remote diagnostics on our equipment.
- Available phone, web and video instructions for error resolutions.
- Ordering of loan equipment.

### **Web Conferencing**

We have put in place measures to ensure that you can connect with us remotely for:

- Routine questions.
- Product training.
- Video meetings.
- Virtual product demos

We can use Skype, Zoom, Facetime or even WhatsApp

### **Spare Parts and Consumables**

We understand that you may not want to run out of spares and consumable for your equipment, so we have made arrangements to keep our spares ordering systems in place- ready to ship. We however still recommend you stock up on:

- Consumables, Standards
- Other essential accessories

### **Freight**

We have contacted our key freight partners and they will continue to provide their services.

We have non-essential staff working from home, have split into a 2-shift servicing operation and are practicing social distancing / split zones for those present at work.

Be assured that we are taking all necessary precautions to ensure your safety and that of our staff so we can continue to supply our services.

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Web: [www.matt.nz](http://www.matt.nz) | Christchurch Office: 20 A Avenger Crescent, Wigram, Christchurch



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Please don't hesitate to contact us on 03 5952368 if you have any specific queries.  
Or if you have difficulty getting through, please contact

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This is an unprecedented event and we wish everyone well and hope you are all taking care of yourselves, your friends and family.

Bob Olayo, Manager

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