



R.F. MacDonald Co.

your boiler & pump solutions team

~ since 1956

Corporate Announcement

March 23, 2020

STAY HOME ORDER

To our valued customers,

This is a challenging period of time for all of us.

The State of California and Nevada have declared an Order for all individuals to stay at home until further notice.

The intent of the Order is to ensure that the maximum number of people self-isolate in their places of residence to the maximum extent feasible, while enabling essential services to continue — to slow the spread of COVID-19 to the maximum extent possible.

We want to ensure you that R.F. MacDonald Co. has historically supported Essential Business and will continue to do so as allowed by our state governments during this period associated with stay-at-home directives and social distancing.

Our sales and service support personnel have been moved to a work-from-home status and our phone and computer systems similarly are up and running, supporting a work-from-home posture.

R.F. MacDonald Co. normal business hours are 7 a.m. – 5 p.m., Monday through Friday. All of the contact numbers you may have for personnel based out of affected offices remain the same and active during normal business hours. Our Main Office number is (510) 784-0110. This number will be answered by a receptionist who can direct your call as needed to other personnel.

R.F. MacDonald Co. operates an After Hours service response program that will continue during this period. All office numbers automatically transfer to the After Hours service at 5 p.m. and operate 24/7 for weekends and holidays.

We are working with our manufacturers to minimize disruption to lead times; however, the COVID-19 situation is fluid and some delays to lead times may occur.

We appreciate your business and will work with you to navigate the situation as it evolves.

Continue to press on,
Jim MacDonald, CEO