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Dear TAPI customers, channel partners and suppliers worldwide:

I truly hope that all of you are staying safe throughout this global health emergency and wish a swift recovery to anyone affected.

I want to share with you an update on our actions and reassure you of our commitment to providing a safe and healthy workplace while continuing to satisfy the needs of our customers, globally. TAPI Senior Management has formed an internal COVID-19 Response Team which meets twice per day to review all of the latest guidance and recommendations from the World Health Organization (WHO), the US Center for Disease Control and Prevention (CDC), and California State and local San Diego authorities. All appropriate measures have been implemented to ensure the safety of our employees, customers, partners, and suppliers, and daily actions are being taken in response to this rapidly evolving situation.

Starting Wednesday, March 18 all staff that can perform their job from home will begin to do so, at least until the end of March, and that is already the case for our sales and marketing employees around the world that are based remotely from our main San Diego facility. For those employees who cannot work remotely, we have implemented numerous safety measures at our facility that will allow our factory to continue to operate normally, and we do not currently foresee any change or interruption in our ability to provide instruments, spare parts, repairs, technical or other customer service support. Delivery times and factory repair turnaround time remain normal. TAPI has eliminated all non-critical staff travel and visitors to our facility, but we continue to be fully available by phone and/or email as usual.

We will keep you informed of any important changes to this status as this rapidly developing global crisis unfolds.

Meanwhile, I encourage you all to remain diligent in taking appropriate measures to protect yourself and others and wish you all the very best. Stay healthy and safe!

Kind Regards,

Martin Abbott
General Manager