

Dear Customer

The current status in both Australia and New Zealand is changing rapidly and as a company, LINAK will adhere to the specific country requirements regarding the pandemic COVID-19.

Our #1 priority is the safety, health and well-being of all our staff.

As a key supplier into the Essential Healthcare and Medical sectors across the world, our additional priority is to ensure we are continuing to support and service our customers who supply products within this sector.

LINAK factories around the world (Denmark, China, USA and Slovakia) will continue to be operational.

On a local level, our Business Contingency Plan is now in operation. Our offices within Australia and New Zealand continue to remain open and we are available to support our customers, where necessary.

We have taken all necessary measures to ensure our warehouse and workshops remain functional and all our staff remain operational, whether they are home based or working out of our offices.

Contact points:

LINAK Australia

Main Telephone: +61 3 8796 9777

Fax: +61 3 8796 9778 (please note, if urgent, this may not be seen!)

Email: sales@linak.com.au (for general sales enquiries)

helpdesk@linak.com.au (for after sales support and technical enquiries)

finance@linak.com.au (accounts related enquiries)

LINAK New Zealand

Main Telephone: +64 9580 2071

Fax: +64 9580 2072 (please note, if urgent, this may not be seen!)

Email: nzsales@linak.com.au (for general sales enquiries)

helpdesk@linak.com.au (for after sales support and technical enquiries)

finance@linak.com.au (accounts related enquiries)

Please note:

All of these emails will be monitored and answered as quickly as possible.

We know many customers will email direct to individuals at LINAK. Continue to do this but if urgent then cc. one of the above group emails to ensure it is read and actioned by someone.

Please also note:

Any service returns to our Hallam or Auckland office must have the correct returns paperwork. It is important that you call or email beforehand to our After-Sales Support team to obtain this. We cannot accept product without this paperwork. When you call, a CASE will be created and the paperwork will be sent to you and arrangements to return will be made.

LINAK Australia and LINAK New Zealand