



20 April 2020

TO: Fowler Valued Customers

FROM: John Mailo, Customer Service, Repair & Metrology Lab Manager

SUBJECT: Calibration and Repair Services

The objective of this letter is to inform you that Fowler is considered a critical supplier and has remained open throughout the COVID-19 pandemic to support your needs. At this time, no cases have been identified within our organization. Our operations are continuing as normal and we have not been informed of any problems within our supply chain. Shipments are going out to customers on a daily basis.

Some of the steps we've implemented; social distancing and enhanced sanitation procedures for all employees and RMA repairs sent to Fowler and complying with CDC recommendations. All employees have access to sanitizing wipes, isopropyl alcohol, hand sanitizer, nitrile gloves and are advised to continually take extra measure to maintain a safe work environment for everyone. Minimized all field service travel (installation and calibrations) during this time. Eliminated all walk-in service requests and equipment demonstrations.

Although we've taken prudent steps to ensure our customer facing employees are safeguarded, our warehouse, repair and calibration facilities remain fully open Monday through Friday from 8:00 AM to 5:00 PM EST. This includes Repair, calibration and technical support groups.

Can't have anyone on-site? You can send your Fowler, Trimos, Bowers and Sylvac tools to us for repair and annual calibration services. We are an ISO/IEC-17025:2017 accredited calibration laboratory. Our metrology lab is temperature & humidity controlled, fully operational and ready to meet your calibration requirements. Please reference our scope of accreditation to ensure we can meet your specific needs. <http://www.fowlerprecision.com/Support/Calibration/> Need a factory manufactured box to return your height gage? Please call us we have many of them in stock. If you require V-series Trimos height gage calibrations we can provide it up to 1010mm.

We continue to offer our normal calibration services and our new product support. Our inside and outside sales teams continue to be a resource for your metrology, application and production projects. Our outside sales staff has virtual meeting capabilities to assist with project planning and implementation, during these times of limited, in person access. Our outside sales team is available for visits, but have been advised to comply with all social distancing measures and avoid unnecessary close contact with our customers including hand shaking.

Please contact me directly if you have any questions or concerns.

Best regards,

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