



iT's Designs Ltd

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Alert-iT Care Alarms

Fernie House Unit 3
Coalville Business Park
Jackson Street
Coalville LE67 3NR

Dated	25 th March 2020
Our ref:	Company Update
Your ref	COVID-19

Company Update

Alert-iT Care Alarms remains open to help support our NHS, Care Providers and Local Authorities, either directly or through our extensive Distributor and Reseller networks. We are doing this, while still following the UK Governments and BHTA (British Health Trade Association) advice and guidelines, due to providing our Class 1 Medical Devices and other Assistive technologies.

Following the latest advice from the Government we are now not visiting any Customer premises. For Customers with ongoing or new sales enquiries, all remote communications are welcome. We are happy to arrange meetings via skype or any video conferencing platform. Please email sales@alert-it.co.uk and we will contact you as soon as possible, or call us on 01530 239900.

We are making all efforts to safely continue to provide our services and we are still able to maintain our supply chain at present. We are limiting the number of staff members within our operations as we are committed to following the guidelines on social distancing. This is for the wellbeing of our employees and the wider community and in support of our NHS, therefore please bear with us if lead times are extended beyond our usual fast service. Rest assured we do understand the importance – of assistive technology and supporting your requirements moving forward.

We have members of the team that are able to work from home supporting the business and our Customers alike.

Alert-iT will continue to offer technical support in our usual manor, customers are encouraged to call 01530 239900 or email support@alert-it.co.uk.

Our aim is for customers to see as little change as possible in our customer service and deliveries, but we will keep you updated.

We wish you, your team and families all our very best during this difficult time.