



March 18, 2020

Dear Eaton Channel Partner,

As the global health emergency related to the novel coronavirus and COVID-19 continues to escalate and the pace of change accelerates, we want to keep you informed on how we're addressing the complex situation in our business.

The good news from our China operations is that we are now back up to nearly 100% production. We continue to prioritize production to address any remaining backlog and work with our suppliers in the impacted areas to mitigate any potential supply shortages.

In various other domestic and international markets, we are working closely with local and state or country governments that have put in place varying guidelines, mandates or regulatory changes that may impact our facilities. This is a very fluid and dynamic situation, and unfortunately, we can't provide more specific details as of this writing. As soon as we have a better understanding of potential impacts, we will communicate an update.

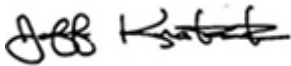
Like most companies, we have put in place travel restrictions and health screening measures for travelers from risk zone areas across the organization and throughout our locations. If assistance is required with a specific service-related issue, we will work with you to address it while being mindful of personal safety and applicable local government travel restrictions, in addition to our own.

As we have recently communicated, our businesses will continue to work with you to communicate any production lead time changes and potential shortages. Be assured we will partner with you to find specific solutions to minimize the effect on your business. If you have a specific question about an order, please contact your Eaton Care or Customer Service representatives as you normally would.

Finally, due to credible cyber threats from coronavirus-related emails, Eaton is currently blocking external emails sent to Eaton recipients that have the word "coronavirus" or "covid" in the email subject line. To ensure your correspondence with Eaton is not blocked, please do not include any reference to these words in the subject line of your emails with Eaton recipients.

We appreciate your business and understanding during this challenging time. The health and safety of everyone remains our top priority.

Sincerely,



Jeff Krakowiak

Senior Vice President

Marketing & Commercial Ops, Electrical Sector



Matt Cleary

Vice President

N.A. Channel, Electrical Sector

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