



Pennsylvania Locations:

Butler, PA • Ebensburg, PA • Harrisburg, PA • Philadelphia, PA • Pittsburgh, PA • Wilkes-Barre, PA

New York Locations:

Albany, NY • Syracuse, NY

Maryland Location:

Aberdeen, MD (*Service Only*)

Corporate Office: 7201 Paxton Street Harrisburg, PA 17111 Phone: 717-564-3434 Fax: 717-564-7580 Toll Free: 800-325-6455

To our customers:

At Stephenson Equipment., we know that you rely on us to provide the products and services that keep you up and running. During this challenging time, we remain committed to maintaining operations while balancing the health and well-being of our employees, customers, and communities. Our senior management team is closely monitoring and following the guidance of Governor Wolf, the Pennsylvania Department of Health, and the CDC.

Our branches are currently open, but we are following social distancing guidelines of maintaining a distance of six feet. At least through March 30, 2020, we are implementing the following, all of which will be undertaken with maintaining social distancing of six feet whenever Possible:

1. Our field service, training, and product support staff will be available as needed to come to your location/jobsite. Call your local Service department to schedule. [SERVICE LOCATIONS](#)
2. Our Sales staff will be limiting in-person visits to customers to only those that have business-critical needs and handling all other interactions by phone and e-mail. [SALES STAFF](#)
3. For Service department machine pickups or drop-offs, call when you arrive. Do not enter the shop office. SEI staff will meet you outside. [SERVICE CONTACTS](#)
4. For Parts department interactions, call ahead to order any parts. Limit your in-person visits to picking up parts. When you arrive, stay behind the barrier or six feet from the counter (if there isn't a sign instructing you where to wait). Your parts will be placed on the counter with the packing slip included. You will not be required to sign anything. Our Parts staff will indicate when you can get the parts from the counter. If someone else is waiting for parts, be courteous and wait outside. [PARTS CONTACTS](#)
5. For rental department interactions, call ahead to schedule and call when you arrive. Do not enter the rental office. SEI staff will meet you outside. [RENTAL CONTACTS](#)

6. We are closed to non-essential visitors

In addition to the steps above, we are requiring employees with Covid-19 symptoms or who have been in contact with someone with Covid-19 to remain home, we will send home any employees who are displaying Covid-19 symptoms, and we are requiring employees to quarantine for 14 days if they have traveled outside the U.S. We have also implemented enhanced cleaning protocols.

We appreciate your cooperation during these rapidly-changing times. We are constantly monitoring the need to change any of the above steps.

If you have any questions please contact us at 1-800-325-6455 or [CONTACT YOUR LOCAL BRANCH.](#)

Thank you, stay safe and healthy.