

COVID-19 04.17.2020 Update

The safety of our employees and our community is extremely important to us. On Wednesday, April 16, 2020, Wisconsin Governor Tony Evers extended the “Safer at Home” order through May 26, 2020. Please see below our continued schedules for business.

Effective immediately, all Nigrelli, Inc. divisions will be working altered hours until further notice. All essential employees will be working as allowed under Wisconsin’s “Safer at Home” order. We have acquired waivers for essential employment through the “Safer at Home” period. At this time, for Wisconsin, that will be in effect until May 26th.

Please let us know if you are able to receive shipments before we send out orders.

Customer service: Customer service will be working remotely with coverage from 7 a.m. – 4:30 p.m. CST Monday – Friday. Please be sure to use orders@aquamasterfountains.com email address for order inquiries and INTL_ORDERS@aquamasterfountains.com for international orders. We will continue to process orders but may experience a change to service levels due to workforce, supply chain, and transportation disruptions.

Technical service: Technical service will be working remotely with coverage from 7 a.m. – 4:30 p.m. CST Monday – Friday. Please be sure to use the returns@aquamasterfountains.com email address. Returns and repairs will only ship out **Monday – Thursday**. We will continue to process orders but may experience a change to service levels due to workforce, supply chain, and transportation disruptions.

All others: The majority of our office staff, **including Engineers**, are working remotely.

Thank you,

Nigrelli Inc., Management