



Covid-19 Procedures

In this time of uncertainty, we will continue to put the health and safety of our employees and our customers above any financial gain or reward. As a result, there are plans and procedures in place to protect health and safety that may affect our ability to take care of issues or concerns as we have in the past. We appreciate your understanding in this matter.

We intend to remain open for the duration of the pandemic at whatever level of service and availability that is reasonably sustainable.

What does 'remain open' mean?

- Based on demand we will be physically staffing our office, however, to maintain safety, face-to-face contact will be significantly reduced.
 - Customers needing to drop off or pick up items or equipment are encouraged to arrange this via phone or email ahead of time. A time will be determined for the drop-off or pick-up
 - On-site service calls will be assessed on a case-by-case basis
 - In most cases, you can expect our service technicians to wear face coverings when onsite at a customer location to protect those we come in close proximity to.
 - Due to the nature of our services, it may be difficult to maintain the 6-foot distance recommended by CDC guidelines at all times. By requesting service, you acknowledge there may be situations where the 6-foot distance cannot be maintained.
 - Remote service calls will continue to be a very viable option to replace on-site visits and will continue as normal
- After hours / urgent request procedures will remain the same as prior to the pandemic. To reach us after-hours, call our main phone line and follow the prompts for emergency / urgent service. Our system will page a technician to respond per our existing policy
- As the need / demand may change over time, we will continue to assess our policies and adapt as indicated. This may include changes to the office hours as well as our technicians moving to a 'work from home' status as can be accommodated.

How to reach us?

- Call: 920-788-3282
- E-mail: sales@pcidata.com

Hours of operation? [subject to modification]

- Mon – Thursday 8:00 – 5:00
- Friday 8:00 – 1:00