AutomationDirect is paying close attention to the fast-changing news regarding the spread of COVID-19 (Coronavirus) around the globe. As a result, we are continuing frequent communications with all our suppliers to gain information on the potential effects on our supply chain as quickly as possible.

At this time, we expect to continue to have our normal high levels of product availability to fill customer orders immediately and in the coming months. AutomationDirect carries a significant amount of inventory on hand, and we have additional flow of product in transit from our overseas international suppliers. Most of our suppliers also carry significant inventory amounts of either finished goods or raw materials which helps keep supply continuing without issues. However, some of our suppliers are currently reporting partial supply disruptions caused by work stoppages, resumption of work with partial staff, transportation restrictions, and material shortages. We are continuing to gather details in these instances to assess the effect on our inventory levels, but we do not expect a significant impact overall.

Since March 16th, a number of state and local governments have declared various types of “shelter-in-place” and “stay-at-home” mandates in an effort to prevent spread of the virus. As a result, several of our suppliers have halted operations, which includes shipping products. AutomationDirect generally has sufficient stock in our warehouse to cover for a lack of delivery from these vendors in the short term, but we do expect some products in the AcuAMP current switch/transducer and SureStep stepper product lines to sell out resulting from this unexpected work stoppage. We continue to assess the impact of these mandates with the appropriate suppliers and will update this statement as more is learned. Please check our online webstore or contact our customer support team if you need detailed information about quantities available for specific items. Once operations resume with these vendors, we will expedite shipments to fill any potential customer backorders as quickly as possible.

For customers located in areas with “shelter-in-place” and “stay-at-home” mandates, there may be restrictions in shipments or deliveries as AutomationDirect does its best to comply with local laws regarding essential business and as carriers change their policies. Because of the many ways in which our products are used to support critical equipment and services, AutomationDirect is considered an “essential business” as defined by the Essential Worker Functions under the Cybersecurity & Infrastructure Security Agency
(CISA), which many states are using within their guidelines. To ensure compliance, please check your state’s documented executive orders. Also, before placing orders with AutomationDirect, make arrangements to have employees on-site to receive the product. Because of potential delays in transit, you should follow carrier tracking to see the latest delivery status.

Please be assured that AutomationDirect will minimize any disruptions in the flow of product within our supply chain, to the best of our ability. If we receive information from our suppliers that would cause us significant concern about our ability to fulfill orders for specific products, we will take steps to proactively contact active customers of those affected products.

While AutomationDirect is not able to fill out individual surveys or respond to individual reporting portals due to the volume and variety of these requests, we will continue to monitor this situation and update this statement at least weekly until the outbreak subsides.