

MERSEN  
MESSENGER



Mersen NA Operations Update:

04/16/2020

Dear Mersen Sales Team & Manufacturer's Reps,

Our plant in Juarez, MX has temporarily halted operations due to challenges with the local situation with COVID-19. We are strictly following guidelines from the Mexican authorities and are working diligently in close collaboration with them to resume production as soon as possible.

Due to this situation we will be increasing lead times to include an additional 5 weeks on all Make to Order (MTO) items. We also will be limiting the inventory we allocate to customer's orders to a percentage of the safety stock and scheduling the balance to a lead time of 4-6 weeks depending on the part number. We will also suspend visibility of "Quantity available & in-transit" on EP Connect as we navigate this current situation. If you have any emergencies, please escalate to your Regional Sales Manager.

Once the factory re-opens we will be able to provide a more realistic ETA. Our logistics center in Louisville, KY and warehouse in Mississauga, Ontario continue operating normally and our goal is to maintain our current service levels on most of our high runner stocked items. We will be providing updates on the situation as they become available.

Thank you for your continued support of Mersen.  
Best Regards,

Ferran Sacrest

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