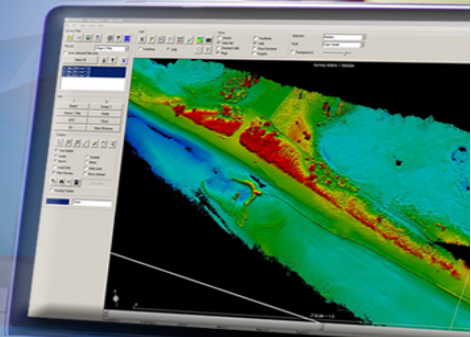


HYPACK Update COVID-19

A special message to our customers 



WE'RE OPEN FOR BUSINESS

Like all of you, we've had to make some adjustments at HYPACK because of the global COVID-19 pandemic. The good news is our Support, Sales, and Development teams are all continuing to work from their homes, responding to customers and users.

We've had to temporarily close our Middletown, Connecticut office but are able to keep one essential employee on-site for shipping, receiving, and processing license dongles.

Postponed for now are the HYPACK training classes planned in March and April. We'll post the re-scheduled dates for these training classes as soon as possible.

CUSTOMER SUPPORT

Our full Support team is available. If you have questions or need help on HYPACK software, please call or email our HYPACK Customer Support team. They can be reached at 860-635-1500 or at help@hypack.com. You can also visit <https://support.hypack.com/support/> to start an online chat or submit a ticket. As a reminder, you can search our website www.hypack.com to find training presentations, manuals, interfacing documentation or Sounding Better articles. As always, HYPACK support hours are 8:30 am to 5:00 pm EDT, Monday-Friday with after hours support available. Don't get stuck in the field or at your desk; call us for help to solve your HYPACK challenge!

SALES

The HYPACK Sales team is providing answers to your inquiries, pricing questions and requests for quotes; and, we are happy to receive your orders. Call the Sales team at 860-635-1500 or email them at sales@hypack.com. Our Sales team can also arrange to meet with you by webinar if you'd like a demonstration or a more in-depth discussion about HYPACK's surveying and dredging solutions.

ORDER FULFILLMENTS

As always, we aim to ship orders for software, in-stock items, and replacement keys within 24 hours of your request. We use FedEx priority overnight service in North America, or DHL Express for international shipments. Please be aware that all commercial parcel carriers may be experiencing delays due to COVID-19 impacts.

If you need an immediate HYPACK license solution, contact our Support team and ask about connecting temporarily to our license server.

MAINTENANCE PLAN SUBSCRIPTIONS

To renew your [HYPACK Maintenance Plan](#) subscription, email us at mp@hypack.com. If you need a quote, please contact sales@hypack.com. Don't miss out on the latest release of HYPACK 2020, or your access to Customer Support – renew your MP subscription!

ON-SITE TRAINING AND SUPPORT

If you have individual or group training requirements, please contact sales@hypack.com. Although we've had to curtail our on-site training and support because of regional and country-based travel restrictions, we do offer customized remote training. The Sales team will be happy to work with your requirements to create a suitable remote learning experience.

SOFTWARE DEVELOPMENT

Software Development team is putting the final touches on the HYPACK 2020 Q1 release. Look for that release in early April or next month! If you have requirements for custom drivers (DLLs) to support new or modified sensors, or for your specialized dredging applications, please contact sales@hypack.com. The HYPACK Software team can complete most custom developments in about 5 to 10 days (often less). If you have a larger custom development challenge, we can offer you a solution! Please contact us; we would love to hear from you.

INVOICING

For questions about invoices or payments, please call us at 860-635-1500 or email us at accounting@hypack.com.

Stay in touch with the HYPACK Team

We are here to serve you and your company!



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All of us at HYPACK hope you are healthy and practicing the COVID-19 safety guidelines to keep healthy.

Sincerely,

Gerd Glang

HYPACK Director of Operations

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