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24th March 2020

COVID-19 / ADEPT Pure Water Ltd Statement to Customers.

Following the advice from the Prime Minister on Monday 23rd March 2020, ADEPT Pure Water Ltd has made the decision to shut down production from 5pm on Tuesday 24th March until further notice.

We understand that this is not an option for some of our customers who work in key industries so we are currently making provision to provide support as required. Until such time that we are called upon for a full lockdown, ADEPT Pure Water Ltd will be operating on skeleton staff who will be able to review calls and emails and respond accordingly.

The company will now be operating on the following basis:

STANDARD SERVICE WORK – Suspended until further notice.

BREAKDOWNS – Telephone support will be available in the first instance. Site attendances will only be covered after exhausting all other options. Preference will be given to those who are classed as Key Businesses in the fight against Coronavirus and this includes food Manufacturers, those who support the NHS, police or armed forces in their processes, Cosmetics companies who are producing anti-bacterial products, logistic companies and clients who have a current service agreement in operation.

SPARES AND CONSUMABLES – We are working closely with our Suppliers and Manufacturers to monitor the availability of stocks and Supply Chain. We currently hold good stocks of standard parts and fittings and are in the process of stock taking to ensure accurate figures. These parts and fittings will be provided on a first come first served basis if collection is required from either our Wellingborough or Kettering factories. We would encourage orders to be placed expecting a long lead time and we will also do our best to reduce transit times by arranging deliveries direct from suppliers.

EXCHANGE CYLINDERS – Will be produced on an as needed basis. Resin stocks and availability will be closely monitored. If resin stocks are depleted, we reserve the right to prioritise key business orders. We would encourage customers to arrange collection of the cylinders rather than relying on deliveries as the lead time may be greater than normal. Any Returned cylinders must be disinfected on the outside of the vessel prior to us accepting them.

NEW PROJECTS – Emails will be monitored and supported as required. We will be working with key suppliers to check on stocks and lead times. Project deadlines may need to be altered. The skeleton staff will do what they can to ensure parts are available for production when it recommences and you will be contacted with an amended ETA if required.



VAT No: 986 5094 67
Company Registration No: 04946115
ISO 9001 Registration No: FS 630987

We apologise for any inconvenience this may cause. This is a decision that has not been taken lightly but as a family run business, the health and safety of our workforce and their families is of paramount importance and together we need to assist in reducing the spread of the coronavirus.

In this uncertain time, we wish all of our clients a safe and healthy journey to recovery.

Yours sincerely,

Bep Frosi
Managing Director
ADEPT Pure Water Ltd

