



COVID-19 CLOSURE



Good afternoon,

As mandated yesterday (March 23rd) by the Premier of Quebec, François Legault, all non-essential businesses in the province must close as of midnight tonight, March 24th and will reopen April 14th. While ICC has put in place many effective measures at preventing the spread of COVID-19, and has no known cases among our employees, we will be temporarily ceasing operation at midnight tonight until the compulsory date. At this time, the residential order schedule will be paused and then modified to match your needs upon our return. If you have an order pending this week, it will either ship today, or when we reopen. We will advise you of the specifics by the end of the day. A team of employees and reps that can work from home will continue to provide necessary services such as customer service and tech support. We ask for patience at this time as we will be working with a smaller team and fewer resources. Please visit the ICC website for additional resources such as product manuals, exploded view diagrams, specs, etc. Now is the perfect time to learn how to read those pesky product manuals!

The health and safety of our employees is paramount, and we must all do our part to prevent the spread of COVID-19 to those most at risk. We're doing our part to flatten the curve and we know you are, as well. We will be here, working hard through the closure. We simply won't be making the products you know and love for a few weeks. Don't be strangers during these trying times. We want to hear from you, so please reach out.

Calls should be forwarded, but emails are a sure thing. This is for the common good, and we thank you all for understanding.

Daniel Laviolette
President, ICC Chimney Co.

