

Customer Information

CORONAVIRUS Pandemic (UPDATE April 21th, 2020)

Dear Customers and partners,

We are constantly reviewing the situation with COVID-19 Coronavirus and the impact on our supply capacity in line with local and national government and public health advices. Our policies reflect WHO guidelines and recommendations of the country governments in which the production and services are taking place. In the meantime, with our monthly COVID-19 update, we would like to inform you about the availability for the most requested product lines. If you have any specific questions, please contact our customer service team.

At the current level of information, we expect a decrease of the restrictive measures in the next few weeks. Germany and Italy will re-open production facilities in early May. Nevertheless, an immediate availability of all products will be mostly improbable.

Due to the current situation, we must keep the production and delivery lead times at minimum three weeks after reopening of the production plants. PROTAN AG is in direct communication with the raw material suppliers and logistic providers. We will provide you with more news as soon as more information is available.

The health and safety of our customers, partners and staff is our number one priority. We appreciate your patience while we work through this complex and unprecedented situation.

Thank you, for your consent to receive the corresponding PROTAN news by email; otherwise it is not possible for us to inform you regularly about the availability of our products.

PROTAN AG

Appendix – Delivery delays

Powder	Actual situation	Product alternatives
AMINOPOOL-LS	Out of stock until June 2020	PROTAN KF80-L (MIN. 35% FAA)
AMINO ACID POWDER-LS	Out of stock until June 2020	PROTAN KF80-L (MIN. 35% FAA)
DIAMIN Plus PWD	On stock; next production in June 2020	
PROTAN N14	Out of stock until July 2020	PROTAN N11
liquid	Actual situation	Product alternatives
PROTAN N9	Delivery delays / min. 6 weeks	DIAMIN BE or PROTAN N7
DIAMIN Plus	Available 18'000 kg /next prod. in July 2020	DIAMIN Basic
DIAMIN Power	Out of stock until June 2020	DIAMIN Power LS