

Dear Partners,

We take the term “Partner” seriously and we wish to express our deep concern for you, your families and your companies. Please know that Rancilio Group North America is here to support your Espresso or Coffee equipment needs. If you’re able to remain open and serve coffee, rest assured that we are here to support your equipment.

On Friday March 20th, 2020, Illinois Governor J. B. Pritzker issued a “stay at home” order effective Saturday, March 21, 2020, at 5PM until Tuesday, April 7, 2020. As a company that supports “Essential Businesses”, such as gas stations and drive-thru restaurants, we have been allowed to remain open with a limited staff presence in our facility.

We have a stock of equipment and parts available and can fulfill many of your order requests. As the branch office of Rancilio Group, which is located in Northern Italy, please be aware that some orders may be delayed. Our hearts are with our Italian colleagues and their families during these trying times. Uncertainty is putting us to the test, but we must remain vigilant, courageous and positively focused on solutions. Rancilio was founded in 1927 and we are no strangers to challenging times. We are looking to the future and preparing for the obstacles that lay ahead.

Our support departments are all working remotely and are available to take your calls, emails and questions. Please know that we highly value our partnership with each of you and hope you can remain healthy and safe during these difficult times.

Sincerely,

Glenn Surlet, VP of Sales and Brian Pearson, VP of Operations