

Update Regarding COVID-19 Message to Our Customers & Partners

The health of our employees, team members and customers remains our highest priority. We continue to implement our safety procedures to ensure our team remains safe while maintaining a strong level of service required during this difficult time.

The COVID-19 virus continues to show a growing number of cases around the world and around the USA. It has changed the daily habits and work environment of each of us. I want to assure you that Oriental Motor, being a Japanese based motion company, with USA headquarters located in Torrance, Ca and distribution warehouses in Torrance, Ca and Elk Grove Village, IL, has been and will continue to actively monitor the situation and respond quickly to ensure our commitment to our customers is maintained.

Oriental Motor USA supplies many customers critical motion solutions used in medical analysis tools to diagnose and treat patients who may be affected by this terrible virus. Our business therefore has been officially approved and considered “Essential Business” and we take this seriously. We have a moral obligation, to the best of our ability, to continue to build and ship products to support our customers who provide this critical service.

Update 4/01/20:

Our parent company, Oriental Motor Japan is not experiencing any disruptions in their supply chain however logistics around the world are slowing down. This is primarily due to air traffic and shipments deliver to Oriental Motor USA from our parent company in Japan. Oriental Motor is doing what we can, however at this time, we are forced to quote and fill all orders by boat shipments. We understand the importance of short lead-times and are doing everything we can to improve this current situation.

Our Customer Service, Technical Support team and your Sales Engineers are available to help where you, from new design work to learning what’s new to any questions you may have. Oriental Motor USA is here for you. We have implemented safety measure to keep our employees safe and maintain our infrastructure.

I value your trust in Oriental Motor USA and appreciate your understanding during these times. If you have any questions, please reach out to our customer service: 800-418-7903 or email us at sales@orientalmotor.com

Sincerely,



Spencer Murakami
President
Oriental Motor USA