



Due to the restrictions from the corona virus, we are doing our part following the guidelines by not scheduling routine annual maintenance for HVAC equipment until restrictions are lifted. The health & safety of our customers, their families and our employees are very important to us. Should you have a medical need or not having maintenance is affecting the operation of your equipment, we are able to perform the maintenance.

With increasing health concerns, we are operating with a limited staff and shortening our office hours of operation to 7:30 am – 4:00 pm Monday thru Friday. We are able to accept service calls, as this is essential and as always available for 24-hour service.

Legacy Heating & Air Conditioning COVID-19 Procedures

Legacy Heating & Air Conditioning is concerned for the safety of you and your family. We are following the development of the emerging coronavirus (COVID-19) closely, and in the interest of ensuring a safe and healthy work environment, we wanted to keep you posted on the actions that we are taking to keep you and our employees safe.

Our employees have been instructed on the CDC guidelines and will maintain social distance. We are also monitoring our service technicians' health daily to ensure the safety of our customers and our employees. If ill, they will not work. Prior to coming to work each day, we are asking our employees to take a personal health self-assessment, which includes questions including:

- Do you have a fever (greater than 37.3°C/99.1°F)?
- Do you have any respiratory symptoms, dry cough, shortness of breath, headache, muscle aches and pains, chills, sore throat or other severe illness accompanied by a fever?
- Have you had possible contact (within 3 feet/1 meter) of symptomatic individuals or those who have come in contact with the virus?

If our employees answer yes to any of the above, they are being asked to self-quarantine for 14 days and cannot return to work until the risk has passed. Likewise, please let us know if any of the above apply to you so we can assess how we serve you, keeping in mind everyone's safety and health.

Your health and safety are our top priority. For this reason, Legacy Heating & Air Conditioning has also implemented new protocols for our field personnel, including:

- Practice social distancing while in the home on sales consultations and during repairs or new installations. While we value face-to-face conversations about your HVAC system, your contractor will follow-up once service or installation is complete by phone, rather than in your home, if you prefer
- Additional cleaning measure for our contractors such as frequent handwashing, disinfecting of service vehicles, and hand sanitizer in our vehicles

We thank you for your business and appreciate your flexibility as we navigate this unprecedented time while keeping you and our employees safe and healthy.

This unprecedented event will pass. We believe that, as with many challenges, we will all emerge from it together as better and stronger individuals and businesses. We thank you all for your partnership and friendship, and we want you to know that we are working hard to assist you in any way we can.

In God We Trust,

Legacy Heating & Air Conditioning