



March 27, 2020

To our wonderful Customers,

As part of the Quality Heating and Cooling family, we appreciate the trust you place in us for your heating and cooling needs. The health and safety of our employees and our customers is a priority to us, and we are monitoring the rapidly evolving situation involving the coronavirus (COVID-19). We are strictly following the guidance from the leading government and health authorities to ensure we are taking the right actions to protect our customers, employees and the communities where we operate.

Heating and cooling is an essential service in today's world. With a large percentage of people staying indoors, your indoor air quality is more important than ever. To ensure you remain safe and comfortable in your home, we will remain open during this time. If you need service, maintenance clean and checks, new equipment proposals and emergency after hours service please call or text our office at 314-961-3181.

As our home comfort advisors, service or installation technicians visit your home, please know that we will continue to maintain our already high standards for safety and cleanliness. As with many businesses we are following the OSHA Guidance on Preparing Workplaces for COVID-19. Company policies have recently changed and include;

- ☀ A very strict policy is in place requiring Employees to self-monitor for signs and symptoms of COVID-19 and if they are unwell to stay home and consult with their physician.
- ☀ We currently have adopted a "no hand-shake policy" and will keep 6 feet from all customers.
- ☀ All Service Technicians and Installers will be wearing PPE (Personal Protective Equipment) including gloves, masks, shoe booties and protective eyewear or glasses.
- ☀ Require respiratory etiquette, including covering coughs and sneezes.
- ☀ Technicians will remove filters from home in a sealed trash bag, Clean Surface of Return Air Filter Grill with Disinfectant, disinfect your thermostat prior to departure and sanitize hands before and after every visit.
- ☀ Our Technicians have thoroughly cleaned and disinfected every tool and piece of equipment as well as the company vehicles. These precautions will continue.
- ☀ Technicians are discouraged from using other Employees' work tools and equipment, when possible.
- ☀ Our normal process is for repair work to be approved via signature upon completion of maintenance and repair work. In order to reduce contact, we will be suspending this requirement at this time so you will not be asked to sign service tickets. In addition, all equipment proposals can be approved with an email acknowledgement.

We remain vigilant in upholding these practices and will take additional precautions as recommended by the Centers for Disease Control & Prevention (CDC), World Health Organization (WHO) and local governments. Communications will be sent out via email and social media if our plan changes.

We greatly appreciate our family of customers and team members at Quality Heating and Cooling. Please do not hesitate to contact us should you have any questions or concerns.

Take care and stay safe,

Richard Wagner Sr.
Owner, Quality Heating and Cooling, Inc.