



TECHNICIAN COVID-19 CHECKLIST

PRIOR TO ARRIVAL

- | | |
|---|---|
| ✓ | Read any notes on work papers |
| ✓ | Call Customer for any special instructions for entering or departing their home |
| ✓ | Put on PPE (Personal Protection Equipment) Gloves, Booties and Mask |

CUSTOMER INTERACTIONS

- | | |
|---|---|
| ✓ | No handshakes or physical interactions with Customers |
| ✓ | Maintain a 6 feet distance with Customer |
| ✓ | Cover any coughs or sneezes in your arm |
| ✓ | Do not ask Customer to sign service tickets or freon leak forms |
| ✓ | Do not hand paperwork to Customer, lay it on their table |
| ✓ | Give Customer option to have invoices/forms emailed to them. If they prefer to have paperwork emailed, leave white copy attached and write customer email address on white copy so office can email to customer |
| ✓ | Keep Customer contact brief |
| ✓ | When payment is required, ask Customer to lay check on table for you to pickup |
| ✓ | If Customer pays with a credit card, ask Customer to lay card on their table for you to pickup. Do not have Customer sign your phone, write "IN PERSON" on signature line |

SERVICE CALL WORK POLICIES

- | | |
|---|---|
| ✓ | Dirty filters, old parts, drain hoses, etc. need to be placed in a trash bag while in the Customer's home and taken out to Customer's trash can and disposed. DO NOT TAKE ANY REMOVED ITEMS WITH YOU |
| ✓ | Disinfect thermostat prior to departure |
| ✓ | Clean and disinfect return air grille |
| ✓ | Disinfect all tools and equipment you used during call, outside of your van before your departure |

****IF CUSTOMER WOULD LIKE A COPY OF OUR COVID-19 POLICY AND/OR CHECKLIST PLEASE MAKE NOTE ON SERVICE TICKET AND OBTAIN CUSTOMER'S EMAIL ADDRESS****