

To Our Valued ITAK Heating and Cooling Customers,

The health and safety of our employees and customers is of the utmost importance to us. As an essential service, we have been asked to continue operating and providing our services to our customers, as well as meet all CDC recommendations as to employee and workplace standards.

ITAK Heating and Cooling is implementing the following steps to ensure that we can service our customers and deliver the safest and most comfortable environment possible:

- ITAK field professionals will possess all necessary personal protective equipment for the health and safety of all parties.
- We will accommodate and work with our customers to adjust services, schedule times and any customer special requirements.
- All authorization of work will be done through our scheduling and invoicing application. Our customers can view the proposed work on their device and confirm electronically.
- Any ITAK employee not feeling well or showing symptoms of illness will be required to stay home.
- We will remain at a safe social distance.
- We will not be offering to shake your hand.

You have our commitment to ensuring our employees are ready to serve you appropriately and safely. Please ask if there is any service we can do to make you feel more comfortable and safe while in your home. Thank you for being a loyal customer.