



COVID-19 Update

March 16, 2020 / AAA-1 Heating & Cooling Inc.

Dear Customer,

Over the last week and especially the last few days, our nation has entered into a unique and seemingly unprecedented season. The ripple effect of **COVID-19** has been felt now across the US and is now affecting our daily & social lives.

Our business is built on the foundation of serving and caring for our customers, vendors, and employees. During this infectious disease outbreak we are taking every precaution possible to keep everyone we come in contact with healthy and safe. We are implementing the following procedures in our business to help respond & quickly reduce the spread of **COVID-19**.

- **AAA-1 Heating & Cooling will close the office effective 3/16/20 until further notice. All incoming calls will be forwarded to our call center & then sent to the technician available. All calls scheduled for service will be listed as emergency calls only & serviced during the time period of 8am-8pm Monday-Sunday. The rates will be listed at \$125 Diagnostic plus parts for residential and \$150 Diagnostic plus parts for Commercial. We provide services in 40 mile radius from 5082 fort henry dr, Kingsport, Tn 37663 & do not provide services to VA customers.**
- All employees during this outbreak will have **feet covers, face mask, latex gloves, safety glasses, and antibacterial wipes** available on the service vans for your safety and theirs if required or needed.
- All employees will limit physical contact, including hand shaking & touching of thermostats, doorknobs, and filter grills, without latex gloves.
- All payment are normally due at time of service. **During this period of no touch** we will not ask for your **signature** on our **Ipads** or **Phones**, nor will we ask for your **credit card**. Instead, we will email you the invoice and allow you to mail in the payment by check or pay the invoice on your own electronic device by using the easy payment option at the bottom of the page marked "Payment". We do not have cash on the vans and will not have change available.
- Employees are encouraged to stay home if they or anyone in their family has any signs of illness as not further spread the virus. This may also limit our ability to provide services during this epidemic.
- We ask if you or anyone in your household has any of the symptoms listed by the CDC <https://www.cdc.gov/coronavirus/2019-ncov/index.html> that you notify us before the service technicians arrives or comes in contact with you or affected family members.

President Trump declared on Friday 3/13 that the coronavirus pandemic is a national emergency. We at AAA-1 Heating & Cooling are always here to help with your HVAC needs, & will do our best during this time of national emergency to maintain the highest standards of service at the lowest health risk possible for everyone. We will continue to closely monitor the situation and remain dedicated to the health and safety of your family



and ours. As a community, we are all concerned with the health and well-being of our citizens and feel this is the most appropriate measure at this time. We thank you for your support during this time and wish all of our families the very best of health.

If you have any concerns, feel free to write us at customerservice@aaahvac.com

Sincerely,

Michael Rutherford