



# COVID-19 Update

April 21, 2020 / AAA-1 Heating & Cooling Inc.

Dear Customer,

Our nation has entered into a unique and seemingly unprecedented season. The ripple effect of **COVID-19** has been felt now across the Globe and is affecting all of our daily & social lives.

AAA-1 H&C is built on the foundation of serving and caring for our customers, vendors, and employees. During this infectious disease outbreak, have taken every precaution possible to keep everyone that we come in contact with healthy & safe. We started implementing policy & procedures on 3/16/20 & will continue to update them to help reduce the spread of **COVID-19**.

- All employees will have **feet covers, face mask, latex gloves, safety glasses, and antibacterial wipes** available on the service vans for your safety and theirs.
- All employees will limit physical contact within the 6 feet guidelines recommended by the CDC, we will refrain from hand shaking, touching of thermostats, doorknobs, filter grills, etc, without gloves & mask on.
- All payments are still due at the time of service, but **during this period of social distancing** we will not ask for your **signature** on our **Ipads** or **Phones**, instead we will email you the invoice for approval and allow you to make the payment by check or credit card by using the easy credit payment option at the bottom of the page marked "**Payment >**". Our Service Techs do not have cash on the vans and will not have change for cash payments.
- We are now implementing & following the CDC Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)  
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>.
- 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 any of the affected family members.

AAA-1 Heating & Cooling is always here to help with your HVAC needs, & we 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. We thank you for your support during this time and wish everyone the very best of health.

If you have any questions or concerns, feel free to write us at [customerservice@aaa1hvac.com](mailto:customerservice@aaa1hvac.com)

Sincerely,

Michael Rutherford