



To Our Valued Clients:

As the global effect of coronavirus (COVID-19) continues to evolve, Associated Heating & Air Conditioning is firmly committed to the health and safety of our customers, employees and serving our communities. We are closely monitoring the changing situation to make sure we are taking all precautions to protect our customers and colleagues alike.

We are carefully assessing the situation and are making a few changes to our daily routines until the crisis passes. Here is a summary of the steps we're taking to help navigate this fast-moving situation.

- We will limit our visit to the physical item that needs our attention.
- Our technicians will wash their hands and/or apply hand sanitizer prior to leaving our location, and again when they arrive at your location. They will also wear protective gloves whenever possible.
- As an additional safeguard, we may ask for your assistance with your thermostat or opening doors to minimize our contact with surfaces in your home.
- We will be monitoring our staff for symptoms and will not dispatch a technician who has symptoms associated with COVID-19.
- We ask that you make our team aware of anyone who has tested positive for, or you suspect might have COVID-19 so we can take appropriate precautions.

As new developments occur, be assured we are committed to taking care of our customers and employees. We are maintaining a continuous state of operational readiness and are operating with vigilance, compassion and care as we manage through this difficult time together. We greatly appreciate your patience.

Be Well,

Your Associated Heating Staff