



Swinson Air Coronavirus (COVID-19) Announcement

Amid global concern about COVID-19, Swinson Air will continue to be here for our customers.

As people and companies all across the country take additional preparations to protect against the Coronavirus (COVID-19), we acknowledge that your Heating, AC, and Air Quality problems will likely not be taking a break. At this time, we will remain open full-time and will continue to serve our customers with the same fast response times you've come to expect from us.

Due to the increasing number of reported cases in the U.S., we are continuously monitoring the situation. We will also continue to actively assess the necessary actions we need to take in order to ensure the health and safety of our customers, employees, and their families. We hope that you will join us in taking some basic but important measures, such as social distancing and frequent hand washing, to keep communal risk low.

In an effort to continue to provide our service during this health crisis we have instituted increased separation measures during our visits.

On initial contact, please make us aware of any immune compromised persons that may be in your home.

Contrary to our normal procedure and to minimize contact with you and your home, we will terminate the repair once cooling service has been restored unless requested by you. If you wish further analysis of the system please make that request on initial contact with our office.

Prior to our arrival we request that you clean any doorknobs, thermostats etc. that our technician may need to access. We will be doing the same during and at the end of the visit. Please perform these cleaning steps again after our departure.

Our technician will contact you by phone upon arrival at your home. We prefer all communication with the technician be made by phone.

Please maintain a minimum 20 foot space from our technician. If the technician requires access to the interior please maintain the minimum 20 foot separation. If exterior only work is required please operate the thermostat for the technician. To pay by credit card our

technician will send an invoice by email for payment. To pay by check please leave a check for the technician.

We have a repeated exposure to the public and have instituted these procedures for our mutual health during this crisis. These procedures will remain in effect for the remainder of the crisis.

We want you to be comfortable with the safety of our service during this time. We will do our very best to accommodate your heating and air conditioning needs while at the same time, ensure your safety and the safety of our employees.

Thank you for your cooperation.

Best regards,

Pete Swinson
Owner
Swinson Air