



AN IMPORTANT NOTICE FOR OUR CUSTOMERS

With the uncertainty in our lives caused by the covid-19 virus, we are keenly aware that no person or business is spared from the impact of this pandemic. Since 1940, our mission has always been to assist you with all your heating and cooling needs and repairs. Especially so now, as the way we live seems to be everchanging day-to-day. Our goal is to keep your family's health and well-being our top priority and to do our part to prevent the spread of the virus. All of us at Krafft Service are working diligently to navigate through this unique situation to develop ways to continue to serve you while keeping you safe and protected from exposure to the coronavirus.

You will see some changes in how we operate and interact with you personally. These changes are for your protection and follow the CDC & local government agencies' guidelines and recommended emergency protocols. Please find below the guidelines we have implemented.

- *As per Virginia Governor Northam's Emergency Protocol, all Employees are well-versed in "Infectious Disease Preparedness."*
- *All employees have been instructed that should they feel the slightest bit ill; they are to remain home and contact the office remotely. Under no means are they to come to the office or attempt to go to work. This ruling applies to all employees, including management personnel. Temperatures are checked daily.*
- *All employees - both in the office and in the field are to be vigilant regarding hand washing and the use of hand sanitizer as outlined by the CDC.*
- *Under no circumstances are our field technicians to touch any customer's person, including the shaking of hands, or to touch any of the customer's belongings. Contact is to be limited to the HVAC System. All controls and thermostats will be wiped down after the service call is completed.*
- *Customers will no longer be asked to sign or initial the technician's tablet. Upon approval by the customer, the technician will initial the tablet for the customer and a copy will be e-mailed.*
- *All field technicians have been Instructed to maintain the recommended 6 feet distance from our customers as referred to as "social distancing."*
- *To help limit contact where possible, we ask that technicians be allowed access to your home through a separate door, which is in proximity of the equipment and less frequently used by members of the household.*
- *All field technicians are equipped with gloves, masks, shoe coverings and sanitizer. All field technicians will arrive wearing a mask and will continue to do so throughout the service visit. If you would like that gloves and/or shoe coverings be worn, please feel free to request the technician to do so and he will gladly accommodate your request.*
- *Finally, should anyone in your home begin to feel ill, we ask that you please contact us, so we can take proper precautionary measures on our end.*
- *We will continue to modify and update these guidelines as the situation changes and the protocol from the CDC and other federal agencies is revised.*

We sincerely appreciate all the faith and trust you have bestowed Krafft Service and look forward to continuing to serve you. It is our hope that by working together, we will get through this challenge. We look forward to the day when we can once again do business as we have in the past. Please be safe and exercise caution. All our best thoughts are with you and your families. As always, do not hesitate to contact us with any questions, suggestions, or comments.