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To Our Customers, Families and Employees,

For over 31 years, Christian Heating and Air Conditioning, Inc. has been a proud part of the communities that we serve. We wanted to reach out with assurance and thoughtfulness to you, our customers, the approach we are taking regarding the COVID-19. At this time, we will continue to be available to serve our community and their HVAC and comfort needs. We will continue to offer, educate & have available our Air Quality Products such as UV Lights, Merv Filters, Air Scrubbers, Humidifiers and Air Purification systems for your home.

We have and will continue to put the health and safety of our employees and customers of utmost importance. Know that we are actively monitoring the situation and taking guidance from the Centers for Disease Control (CDC) and other public health experts. Our core value is to **"Treat Others The Way You Would Want To Be Treated"** means that today-and every day we will do all we can to be there for you when you need us as we would want someone being there for us. This is as true for our teams as it is for our homeowners. We are immensely proud of the talented professionals in our offices, on the road, and those working diligently in your homes and or businesses. They are the heart of our success and the champions of initiatives that support the health and safety of our customers.

Most importantly, we are working closely with our suppliers and management to ensure our continued support of you and the families in the community with emergency service and the right products for their home comfort.

For our customers and employee's safety and health, we will build on our current cleanliness best practices through the following guidelines:

- **We have reduced our office staff for the meantime to a level where we can decrease excess exposure while still meeting our customers needs.**
- **We have made available to all our employees that they have access to over-the-counter immunity boosters, such as Airborne, Vitamin C, and Emergen-C®**
- **We are making sure all employees are taking the proper precautions throughout their day to help prevent exposure and the spread of the virus to coworkers and customers**
- **We are continuing to talk and offer air quality & other products to our customers**
- **We are prioritizing that our office will be disinfected and cleaned nightly**
- **Our employees will continue to practice good hygiene by washing their hands and using sanitizer whenever possible**
- **Separating our office teams members from our technicians with separate entrances, block off areas of the building etc.**
- **Our technicians, installers and sales personnel have and will continue to be sent to your home with their appropriate barriers:**
  - Wearing Booties & using drop clothes in your home to protect it and as not to track dirt and germs from their shoes into your home
  - Wearing Masks & using gloves when touching thermostats, doorknobs or handling payment from you
  - Instructing Technicians to clean their trucks and tools daily and providing disinfectants
  - To keep distance (atleast 6ft) when the technician is working on your unit or communicating with you
  - Taking all employees temperatures every morning & instructing them to stay home if feeling sick, have a fever or had someone that has or may be infected
- **We ask that you help keep our employees safe by:**
  - Keeping your homes, doorknobs and light switches regularly cleaned and disinfected
  - Keep the area around your unit clear, clean and clutter free
  - Provide a trashbag for the technician to put your dirty filter in or instruct them to leave it by your indoor unit so they do not have to take it in their truck at this time
  - Cancel your appt if you or anyone in your home has been sick or is sick, may have been or has been in contact with someone with COVID-19
  - Be mindful to offer simple gestures of using your pen as opposed to our technicians to sign our work orders
  - Keep give clearance (atleast 6ft) to our technicians as they are working on your unit or communicate issues to you
  - Avoid shaking hands
  - Discussing additional questions or product information with one of our customer service team members over the phone
  - Call ahead if picking up a part or filter as wlel as pay in advance, and call us when you get here and we will bring it out to your car
  - Rescheduling if you are caring for someone high risk and do not feel comfortable having us in your home
  - When setting up your visit with our office team, providing a credit card number on file so technician does not need to handle cash or touch credit cards

We thank you for your continued cooperation with our efforts to maintain a safe and healthy environment for you and our employees. Thank you again for allowing our company to serve and continue to service all your HVAC needs. If you have any other questions or concerns, please do not hesitate to contact our team.

*"Have I not commanded you? Be strong and courageous. Do not be afraid; do not be discouraged, For the Lord our God will be with you where you go." Joshua 1:9*

Thank you,  
Dave A. Peppelman, Owner/CEO