



Actions we are taking regarding the COVID-19 Pandemic

Dear valued customers,

We have been monitoring the COVID-19 virus carefully, and prior to the increase in cases in our area, we have been taking precautions by limiting physical contact (ie. handshaking), sterilizing vehicles and equipment, using hand sanitizer, and more. Employees who show any signs of sickness, or have sickness in their home, have been instructed to stay home. The health of our staff and families, and the health of our customers and their families is of the utmost importance to us.

With that said, we are aware that heating and cooling issues will still arise. We understand how vital the comfort and functionality of your home is at this time while many of us are social distancing and hunkering down in our homes. Indoor air quality is essential for comfort, health, and safety. As second responders, we take our role in the community seriously and try to make every effort to ensure our clients are well taken care of, but also that our technicians are safe as they enter our client's homes and businesses.

In order to fulfill both those objectives, it is imperative that we begin to implement additional precautions for the safety of our community, staff and customers:

1. If you are sick or have been exposed to the COVID-19, please cancel your appointment at [\(763\) 684-3965](tel:7636843965). All cancellation fees will be WAIVED at this time.
2. Please avoid physical contact with our technicians during the time of the appointment. We will greet you with a warm smile, but not a handshake at this time. While in your home, we have instructed our tech to try and keep a distance of 6 feet (as suggested by the CDC) from all the occupants of the home. Please understand we are not trying to be rude, but instead protect you and our tech.
3. Please wash your hands with soap and water for 20 seconds prior to our arrival for our scheduled appointment. With your permission, please instruct our technician to do so as well; as they cannot do so without your permission as it is your home. If they are not allowed to wash their hands, they will utilize the hand-sanitizer provided to them. We have always utilized booties during our

appointment, but we will also have our technicians place clean gloves on as a precaution.

4. If you do not have an air purifier installed and running in your home, please consider opening the windows and airing out the house before our arrival.
5. Each technician has been equipped with hand-sanitizer (over 70% alcohol) as well as Clorox wipes in an effort to minimize risk. Masks can be utilized upon request, however the CDC does not recommend masks for healthy individuals. Masks are only recommended for those that are sick. In addition, we are trying to be considerate of our first responders and medical personnel who are dealing with a shortage of masks and medical equipment.

We thank you in advance for your patience during this most challenging and unprecedented time. As businesses, there isn't a guide to the proper precautions and protocol for COVID-19, therefore, we are doing our best. We value your business and more importantly, your health and the well-being of your family.

For additional information about the steps we are taking please see our website DeZielHVAC.com, or call us at [\(763\) 684-3965](tel:(763)684-3965).

- Your friends over at DeZiel Heating & A/C, Inc.



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[\(763\) 684-3965](tel:(763)684-3965).

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