

***Superior***  
Since 1993  
**HEATING &  
COOLING, INC.**  
"If Its Not Exceptional, Its not Acceptable"

March 19 2020

COVID-19 CORONAVIRUS

Superior Heating & Cooling is taking the following measures to prevent the spread of the COVID-19 Coronavirus

When Superior Heating & Cooling Inc service technicians come to your home, we will be equipped with nitrile gloves, mask and disinfectant products that we will use before and after we are complete with the job. Our service technicians installers and field salesman are being told if they are remotely ill with even a cough, cold, or a fever to stay home and not come in to work until they are completely recovered.

As part of our safety procedures the technician will use hand wipes on surfaces frequently handled such as thermostats and switches ,furnace and ac covers. We may spray certain areas where we are working with disinfectant spray where needed.

When you call us for service installation work or an estimate questions that you will be asked on the phone will be as follows.

- 1) Do you or someone in your home have flu like symptoms or is your child ill or has a cold or has anyone in the home traveled out of the country recently?
- 2) Have you had contact with a person who has been in contact or with someone in contact with the Covid-19 virus?
- 3) If the answer is yes to either of these questions, we will not be able to enter the home. Please call us once the home is clear of this virus.

Thank you in advance for your cooperation.

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