



March 23, 2020

Dear Valued Air Worth Heating & Cooling Customers,

We wanted to take this opportunity to thank you for your business and continued support. **We are open** during this challenging time and will be responding to your emergency heating and cooling needs.

We take your health and safety, along with the health and safety of our team, extremely seriously. Your well-being is our top priority at Air Worth. We understand the concern about the Coronavirus (COVID-19) and are committed to being both responsive and responsible to our customers and staff.

We understand the concern and uncertainty you may be experiencing and wanted to let you know we are here for you when you need us. We are open for business.

We are following recommendations from the US Centers for Disease Control and Prevention and are taking extra safety measures and precautions for all our office employees and field technicians. These include:

- Limiting our technicians' contact to those homeowners not exhibiting symptoms. Many problems may be able to be diagnosed from the outside of your home and we will do everything we can to help.
- Technicians will check their temperature each morning. Anyone with a temperature over 99.6°F or living with someone exhibiting symptoms will not be allowed to work.
- Technicians will apply hand sanitizer before and after every job.
- Technicians will wear shoe covers and gloves.
- Air Worth team members will not shake hands and will practice social distancing of 6 feet.
- Technicians will be wiping surface areas in our work vehicles and tools after each visit.
- We will not be distributing paper invoices. All invoices will be emailed to you.

For repair service please call us on **817-685-0042**. We will be scheduling regular maintenance calls starting after April 20, 2020, but they may need to be pushed further out based on conditions at that time. Our normal hours are 8am-5pm Monday through Friday, but phones are answered 24 hours a day, 7 days a week.

We kindly ask that if you or a household member is sick or showing symptoms, please notify us when calling. For additional information about COVID-19, visit the U.S. Centers for Disease Control and Prevention at www.cdc.gov.

Again, our focus is the health and wellbeing for all concerned. We want you to know we will do everything we can in case of an emergency and will be here for you when this crisis has passed.

Thank you for your patience and understanding,

Matthew Romero
Owner/General Manager