



Dear Valued Customer,

We have all received way too many emails regarding COVID-19 in recent days.

So first, we want to say thanks for trusting us to keep you and your families safe and comfortable in your homes and workplaces. Thanks for continuing to support local businesses like ours so that our employees and their families can continue to thrive. To that end, we are taking the following actions to ensure the safety of our employees, as well as your safety and comfort.

#### Coronavirus (COVID-19) Protocol

Following the current guidance from health authorities, we at Complete Heating & Cooling are taking steps to protect our employees, our customers, and our community.

#### In the field:

- Techs are wearing fresh disposable gloves & shoe covers at every job, and respirators when requested prior to scheduled service.
- Trucks are stocked with disinfectant wipes & each call will end with technicians wiping down everything in your home which they have touched. Keep in mind that most of our work will be out of your living space and we will attempt to minimize the amount of time we spend with you.
- Hand cleansing (washing a better word?) before and after each service call.
- Technicians are avoiding close contact with customers, co-workers, and anyone else on any job site.
- Minimized contact. Techs will not be in the office, shop or supply house unless absolutely necessary.
- We are limiting our communication to phone and electronics as much as possible to maintain social distancing. All in-person meetings and trainings are cancelled until further notice.
- Trucks and tools are wiped down and cleaned every day.

#### In the office:

- Employees who can are encouraged to work from home and arrangements are being made to increase the number who can.
- All surfaces are being cleaned with disinfectant daily.
- Frequent hand washing throughout the day with the use of hand sanitizer and clorox wipes.
- All non-essential visits to our facility are being minimized by tele-conferencing options.

Employees are ordered to quarantine at home if any sickness or potential sickness has affected them or their families.

We are here to serve you through this difficult time and throughout the year. We are happy to make accommodations to make you comfortable and/or to reschedule service should you feel the need. Please just let us know. If you have any questions about our protocols or anything else, please contact us at 540-379-8549, or through our website [www.completemc.com](http://www.completemc.com).

We wish you & yours the best in the coming weeks. We thank you for your continued support and we thank everyone who is working to resolve this as quickly as possible.

Sincerely,  
Complete Heating & Cooling  
March 20, 2020



There are some very Critical Points related to your indoor air quality that can greatly improve the quality of air in your home, reducing and killing air-borne illness causing bacteria.

We have created Critical Points List below for our customers during this time of social distancing, please share this with your friends, family, and loved ones as you see fit:

- ✓ Humidity can be uncomfortable for people during the warm months, but for people who have asthma and allergies, high humidity can be dangerous. The airborne triggers asthma and allergies love nothing more than a humid room. Be sure your humidifier is working properly, 40% - 45% relative humidity is best for reducing airborne particles.  
<https://www.sensitivechoice.com/indoor-humidity/>
- ✓ If you have a UV light home purifier in your home. have it replaced annually. Most UV bulbs are only good for 1 year (some up to 2 years so check your manufacturer's recommendations). The bulbs' ability will diminish to the point of non-effectiveness. <https://www.achrnews.com/articles/135596-myth-or-fact-uv-lamps-edition>
- ✓ Change your filters regularly. Changing filters doesn't come to mind, especially if it's out of site, but they collect dust, dirt, and allergens. Fiberglass filters are less strenuous on your HVAC system, but MERV filters are very beneficial during these times. When changing your filters have a plastic bag at the ready and drop the filter in slowly so as not to make any of the dust airborne. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4587002/>
- ✓ A good Needle Point Cold Plasma Bi-Polar Ionizer in your HVAC system is a very good device for killing many types of bacteria. What's more, test are now being conducted with the Coronavirus and should be available soon.  
<https://hvacinsider.com/global-plasma-solutions-white-paper-explains-needlepoint-bipolar-ionization/>

Keep these Critical Points in mind as you continue to social distance in your homes. It's important to keep air quality is good as possible to help eliminate potential health threats for yourself and your loved ones.