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Dear Friend,

We appreciate the trust you place in us for your home comfort needs. With the current health concerns, it is important for all of us to monitor the rapidly evolving situation involving the coronavirus (COVID-19). We felt it would be helpful to our many loyal customers to provide an update on how we at All-Phase Heating & Cooling are handling this situation.

- We have a very strict policy in place that if any staff member is not feeling well to stay at home and consult with their physician and with his or her immediate supervisor.
- We currently have adopted a “no hand-shake policy”.
- If any employee has or does travel to high-risk coronavirus areas, had family members who have done so, and/or who have been in the proximity of anyone suspected of having or confirmed with the virus with in the last 14 days, to contact their physician and their immediate supervisor.
- As our comfort consultants, service or installation technicians visit your home or business please know we are taking every precaution to keep both our customers and staff safe and healthy.

At this time, we are not completing routine maintenance. The plan is to start scheduling routine maintenance when the 30-day stay at home order is lifted. We will continue providing repair services as well as change-outs for those whose systems are not working. We have air filtration systems available for installation as well.

Sincerely,

A handwritten signature in blue ink that reads "Steve Strange".

Steve Strange  
Owner