

# ALL TEMPERATURES CONTROLLED, INC.

HEATING • AIR CONDITIONING • REFRIGERATION

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Dear Valued All Temperatures Controlled Customers,

Since 1978, our mission has always been to be there to assist you with all your heating, cooling, and refrigeration needs. We have always strived to keep your equipment up and running and to keep you comfortable. Our goal is to keep your family and business' well-being and the functionality of your home or company equipment our first priority. At ATC we are working diligently to navigate through this unique situation and will continue to serve you while keeping your family and business safe and protected from effects of Covid-19. From air purification and disinfection systems in your home or place of business, to making sure your food preparation and storage and medical facility equipment remains operating at peak performance.

In order to keep you, your family's, and our staff safe during these times, our technicians will be strictly adhering to the following CDC & Local Government Agencies guidelines and recommended protocols:

- All Employees have been instructed that should they feel the slightest bit ill that are to remain home and contact the office remotely. Under no means are they to come to the office or attempt to go to work.
- All Employees are being vigilant regarding social distancing.
- All Field Technicians will be wearing Gloves and Masks and other Personal Protective Equipment.
- Under no circumstances will our field technicians touch any customer's person or touch any of the customer's belongings. Contact is to be limited to the HVAC system. All controls and thermostats will be wiped down and sanitized after service call is completed.
- To help limit contact, where possible we ask that technicians be allowed access to your home through a separate access door, which is in proximity of the equipment and used less frequently.
- Customers will no longer be asked to sign or initial the technician's tablet unless they use a stylus-tipped pen of their own. Or, upon approval by the customer, the technician will initial the tablet for the customer.
- Finally, should anyone in your home begin to feel ill, we ask that you please contact us immediately so we can take proper precautionary measures on our end.
- We will continue to modify and update our guidelines as the situation changes and the protocol from the CDC and other federal agencies is revised.

We sincerely appreciate all the faith and trust you have bestowed ATC over the years and look forward to continuing to serve you. It is our hope that by working together, we will get through this challenge. We look forward to the day when we can once again do business as we have in the past. Please be safe and exercise caution, all our best thoughts are with you and your families. Please do not hesitate to contact us with any questions, suggestions or comments.

Sincerely,



Nick Mego, President  
All Temperatures Controlled, Inc.

