

## HVAC Service Calls During COVID-19

- Call each customer before you arrive and inform them of the precautions that will be taken during the visit. This will ensure both parties are on the same page
  
- **Precautions taken**
  - Technicians will be wearing these items when they arrive and during the entire visit.
    - Masks
    - Gloves – Discarded after each visit
    - Safety Glasses
    - Shoe Covers – Discarded after each visit
  
  - No contact will be made between the technician and homeowner
    - No handshakes
    - No paper receipts (email only)
  
  - Technician will maintain the recommended social space
    - Remaining 6 feet apart when possible
    - Knock on the door and step back
    - Assess the situation from outside the house
    - Only enter the house when assessing the equipment
  
  - All equipment brought into the home will be disinfected prior to visit
    - Bags
    - Tools
    - Equipment
    - Filters
  
  - Nothing from the home will be taken with the technician
    - Filters will be discarded in homeowners' trash
  
  - Proper disposal of all safety equipment
    - Place all items in a trash bag (don't leave them in your truck)
    - Wash hands for 20 seconds after handling these items
  
- Special note on filters
  - COVID-19 and other corona viruses are from .005 to .3 microns
  - This is a good time to discuss filtration with the customer
    - Upgrading to a HEPA filter will require additional modification