



March 16, 2020

A message to all customers from Hardy Quality Air, INC

We are in unprecedented times here in our great nation, state, and city. Hardy Quality Air has been serving our community for nearly thirty years and we are ready to serve the needs of our customers and team members while doing our best to protect the needs of the community at large. Safety is one of our core values and is a high priority every day.

Hardy Quality Air provides a vital role in maintaining the health and safety of our community. Therefore, we will remain open during this time of social distancing. If you're experiencing problems with your HVAC systems, you can count on us to make the appropriate fix or recommendation.

I want to share our plan to address concerns and answer questions that you may be asking. Below is our process until further notice.

If you need service, please call our main line at 831 722-3242. Alternatively we will be responding to text messages at 408 316-3386 for service, however these will be answered during our standard hours. We have local staff handling the phones from 7:00 am to 5:00 pm most days.. Many of our office staff will be working from home and they may return your calls from a line that you may not recognize, you may hear a dog barking or a child in the background. Don't be alarmed by this as we are working under new circumstances for all of us.

Contact us via email at info@hardyqualityair.com or through our website <https://hardyqualityair.com/contact/>

We will be following cleaning protocols recommended by CDC and state agencies. Any team members that have fever, are showing signs of sickness, or who have been known to be exposed and not protected will be asked to remain at home.

Service Call Precautions

We are open and providing services to our customers. We want to be there in case of emergencies and make sure we keep our customers safe and comfortable at home. We also need to take caution to protect our team members and make sure they and their families stay healthy as well.

When you call in, please tell our office staff if anyone in the home has a fever, been diagnosed or had exposure to the virus. We need to know so that we can be proactive with our team's response and level of protection. We will have some team members who do not want to be exposed to a high-risk customer and we will respect those wishes. We will also have team members who are willing to work in that environment so that we can respond to those in most need.

In many cases we will be able to troubleshoot equipment from outside, in a crawl space, or in attics and basements with minimal face-to-face contact. We will be following protocols to maintain a safe work environment by wearing tyvek suits, gloves, masks if needed, and disinfecting work areas in the home and in our trucks after each call.

You may be asked by a technician to speak via phone and we may ask that you help control the thermostat while we are stationed at the equipment. We ask that you work with us so that we may provide the services needed.

Maintenance Calls

We will be running only essential commercial maintenance calls during this time. If you are a residential customer, we plan to reschedule. We will be calling and planning for the future. System Maintenance is still very important and should not need to be put off for too long or ignored altogether but we feel if your system is operating currently we will stay out of your home.

Obtaining signatures for work

We are not asking for signatures on work orders at this time and you can request a copy of any work order or invoice via email to mitigate any unnecessary contact. Please give the technician your email or call the office to see that we have it.

Payment

During this time, we ask that all payments be made via electronic means via debit card, credit card, or 3rd party financing. If you wish to use a check, it can be mailed to the office. You may also pay over the phone with a credit card.

Measures we are taking for our team to be aware of

Some of our team members may be working remotely from home and therefore our internal communication may not be as smooth as we would like. Please be patient with our team so that we can take the best care of you and all our customers.

We intend to limit our time in groups as we have canceled all group meetings until further notice.

Technicians typically work in isolation or in pairs and are not exposed to large groups during work. We will be limiting face to face interaction between our office team members and field team members.

Updates from Hardy Quality Air Inc.

We plan to do this as long as is necessary or pivot in accordance with State, City or CDC recommendations.

We greatly appreciate our customers and team members here at Hardy Quality Air Inc. We understand the value of trying to reduce the spread of this virus so that our healthcare system is not overwhelmed. We are confident that we will be able to handle this predicament as quickly as possible and return to normalcy.

Sincerely,

Darrell Hardy

President

Hardy Quality Air, INC