

Our Commitment To Customers During COVID-19

For almost 100 years, Jackson Comfort has lived by our brand promise, **"We always do the right thing...even when no is watching."** As the effects of COVID-19 spread locally and globally, we turn to this enduring promise to guide us.

In this climate, we know having a technician in your home may be a concern, but we want you to know that the health and safety of our customers and team members is our highest priority. We want to thank you for trusting Jackson Comfort with your HVAC systems and indoor air quality. Below is an update on what we are doing during this crisis.

When You Book

To help reduce the spread of infection, our customer service representatives will be asking you about your health status relating to Flu like symptoms. This is in no way meant to pry into the personal lives of our customers, but is a measure to protect our team members as well as every one of our customers we may come in contact with over the next few weeks.

Before We Arrive

We are monitoring all team members for Flu like symptoms and are taking action accordingly. We will not knowingly send a technician who is ill into your home.

When We Arrive

Our technicians are supplied with hand sanitizer, disinfectant wipes, masks, gloves, and as always, shoe covers. These items are in high demand right now and can be difficult to source in bulk. We are doing everything in our power to ensure we are stocked on all these items to reduce the spread of infection.

While In Your Home

I have asked our technicians to keep a safe distance from our customers. This is not us being unfriendly (yes, we do like you) but we feel it is in everyone's best interest to take reasonable precautions during this health emergency. We are also suspending our customer signature protocol so that you do not have to sign for your job on the technician's tablet, which may have been touched by other customers.

Indoor Air Quality Basics

COVID-19 is spread through airborne particles. As experts in indoor air quality, we recommend a few things:

- Change your air filter regularly (call if you are unsure how often).
- Investing in a Whole-House Ultra Violet light to kill viruses and bacteria in your home.
- Make sure the humidity in your home is between 35% - 50%.
- Change your UV bulb if it is over 3 years old.
- Invest in a high efficiency filter or electronic air filter (for HEPA like results).

I know having a technician in your home during this trying time can be a concern. But please rest easy knowing we are taking every possible step keep you and our team safe. I want to personally

thank you for your business and continued loyalty during this time. The situation is continually evolving and we will keep you updated as changes arise.

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