

## **New Policies and Procedures due to COVID-19**

- All employees are to stay home if they are sick, exhibiting symptoms of COVID, or have been exposed to someone with COVID.
- We are asking that any customers who are sick, exhibiting symptoms of COVID, or have been exposed to someone with COVID within the last 14 days to RESCHEDULE their appointments.
- We are asking our customers and technicians to maintain 6 ft. social distancing at all times, and have implemented a 'no handshake' policy.
- All of our office, service, and install employees have been given masks, gloves, hygiene supplies and disinfectant to use. Our company vehicles and trailers are also well stocked.
- We are closing our office to any outside visitors, and asking that customers not come to the shop at this time.
- If needed we will ask our customers to open their garage doors to access their controllers.
- We are requesting that if possible, the homeowner turn on their own water. If this is not possible, our technician will wear a mask to enter your house to turn it on. We ask you leave all doors propped open for them.
- Our technicians will disinfect any touched surfaces before they leave your property.

**These new policies are to protect our employees and our customers, everyone's health is our top priority!**

