



## An Update on COVID-19 From Our Owner Harrell King

Dear Valued Customer,

As you are aware, the current state of COVID-19 discoveries are constantly evolving. With many local governments issuing self-isolation acts, it is important at Harrell King Heating & Air that we take extra steps to help eliminate exposure to our employees and customers as health and safety is our number one priority. We are now seeing areas mandating "shelter in place" orders for non-essential business. Often times, HVAC business is considered "essential". Therefore, we will continue to service the community by conducting business as usual for those who need service to their systems due to breakdown, new installations, and system cleanings for club membership/maintenance agreements. We also understand that within the next few weeks and months our area will see an increase in demand service due to high temperatures and we want to ensure you we will be there for you as long as we are allowed to without it creating an unsafe environment for you or our team.

During this transition we are defining how we plan to move forward beginning Monday, March 23rd:

Our home office located at 770 Faceville Hwy in Bainbridge will remain open Monday through Friday from 8am to 5pm. We request that customers who need to stop by for filters or questions call before doing so at 229-243-0809. We will also post safety precautions set forth by the Center for Disease Control at the door for those who are visiting.

We have created and distributed a list of safe practices to each of our employees in regards to protecting themselves and our clients while in your home. This process will allow us to practice social distancing to keep everyone safe.

We promise to do everything in our power to ensure we aren't sending any

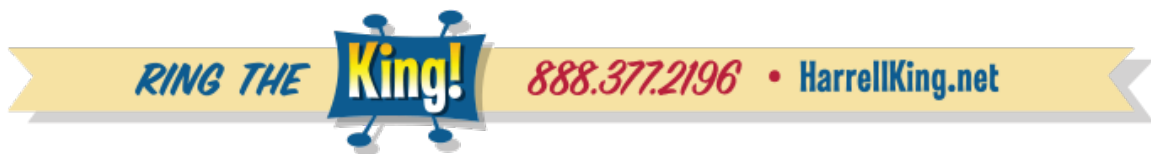
employee to your home or business who is sick or showing any signs or symptoms of sickness. With respect we do ask for our clients to inform us of anyone who is sick or showing signs or symptoms of sickness in their home or place of business to protect our employees and their families.

Our after hour and weekend on-call technicians will still be available for emergency services only.

Lastly, we want you to know we are praying for you and your family during these challenging and uncertain times. Together we will get through this. As we are made aware of any changes to how we are allowed to provide essential services to you, we promise to keep you abreast of any changes.

Thank you,

Harrell King



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