



# SCHLOSSER & ASSOCIATES

PLUMBING, HEATING & AIR CONDITIONING

## COVID-19

With all that is going right now with the threat of the Coronavirus we at Schlosser & Associates Mechanical Contractors, Inc. felt we should provide our customers and potential customers with some information on how we will be conducting operations from this point until the threat has passed.

We are an Essential business. We are still running a normal schedule at this point. We will continue to perform our plumbing, heating, and air conditioning maintenance, repairs, and installs, as well as all of our other services. The health of our customers, employees, and general public is our main priority. We are doing everything we can to keep everyone involved protected and healthy. Our building is closed to customers and visitors until further notice.

We will still be operating and getting our jobs completed, although we will be making some changes in the way we do things.

### Scheduled Work

If you have work already scheduled, including regular routine maintenance, our crews will be performing the work as scheduled with the following policies:

1. We will be utilizing the “social distancing” policy. If you feel you need to talk to our crew, that is fine but understand our crews have been instructed, for your protection and ours, to attempt to maintain a 6’ spacing.
2. If you have any questions, concerns or special instructions, please call our office and we will relay to our crew leader or if necessary, provide them with your phone number so they can talk to you directly while onsite.
3. Please do not offer drinks, as they will not accept them.
4. Once your job is complete our office will mail an invoice. You may pay by check or contact us to use a credit card for payment.

### Estimates

If you have work you would like to have done, we will still be doing estimates and site visits, but with the following policies:

1. We will be utilizing the “social distancing” policy. Our estimator will attempt to maintain a 6’ distance from you, not shake your hand and not offer you a business card (but will provide one if requested).
2. The estimator will then provide your estimate via email and answer any questions via email or phone.
3. You can accept the estimate by email and it will be processed in the office.
4. Once the job is scheduled the policies listed under Scheduled Work will be followed.

### Special Considerations

If you have work you would like to have done but do not want to have any physical contact at all, and we understand this. We can do a “no contact estimate” this can be done as follows:

1. Contact us to tell us about your job, we will schedule a time to come by. Once onsite we will call you and talk to you about your job. We will also take any measurements necessary, including photographs.
2. Once the estimate is done we follow steps 2 - 4 under the Estimates section.

We apologize for any inconvenience these policies cause, but we feel we must do our part during these uncertain times to protect our crews, our customers, and to keep all of our employees working.