



March 16<sup>th</sup>, 2020

**A message to all customers from the company President, Brian Christenson**

We are in unprecedented times here in our great nation, state, and city. Dynamic Air Services has been serving our community for over 20 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 6 core values and is a high priority at Dynamic Air Services every day.

Team Dynamic Air Services 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 your AC is broken, we will be there to fix it. If your heater stops working, we will be here for you.

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

If you need service, please call our main line at 949-340-3917 for service at any hour. We have local staff handling the phones from 8 am to 5 pm most days and we have an afterhours answering service so that you are always speaking with a person to take care of you needs.

You can also reach me at 949-482-1474 (direct), 949-226-2980 (mobile), or via email at [bchristenson@dynamicairservices.com](mailto:bchristenson@dynamicairservices.com).

We will be following cleaning protocols recommend 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 running calls to homes. 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 stay healthy as well.

When you call in, our office staff will be asking 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 most cases we can 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 gloves, wearing 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 video or Facetime 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 maintenance calls during this time. If you are scheduled already, we plan to come but you are welcome to reschedule so please let us know. We will call before coming and go over any precautions that we need to



discuss. As mentioned above, we can often work on equipment with minimal contact. Filters inside the home will need to be changed and we intend to do so please be aware

System maintenance is still very important and does not need to be put off for too long or ignored all together.

### **Payment**

During this time, we ask that all payments be made via electronic means via debit card, credit card, or 3<sup>rd</sup> party financing. Checks will be accepted on a case by case basis. If you do not want to give this information to a technician, you can call it in to the office to be submitted.

### **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 already work in isolation for most of the day 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 Dynamic Air Services**

We plan to work our plan in two week increments unless the situation changes. We will send out communications via email and social media if our plan changes.

We greatly appreciate our customers and team members here at Dynamic Air Services. 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 normality.

Sincerely,

Brian Christenson

President