



March 16, 2020

A Note About COVID-19

We love being your heating and cooling company and want to keep you informed on the steps we are taking in light of the Coronavirus (COVID-19) reports. We understand that your HVAC System is critical to your comfort, safety and ultimately your health so we are continuing to take care of our customers heating and cooling needs. We are following CDC Guidelines and have implemented the precautions listed below. Our hearts go out to all who have been impacted and we also want to express our appreciation to every medical professional and healthcare worker who has responded.

Keeping our employees and customers safe and healthy is our top priority so we are taking these precautionary steps:

We will maintain a high level of sanitary procedures including washing our hands.

We have suspended group meetings and the technicians will drive their own vehicle from their house to limit contact with groups of people.

We will politely avoid shaking hands with our valued customers during this time.

We will wear masks to help you feel even more comfortable if requested.

We have ordered gloves to be worn by technicians effective Tuesday.

We accept online payments to limit close contact and the exchange of money or credit cards (visit www.qualityheatingandcooling.com and click "Bill Pay" near the top right of the page).

Please help our employees and customers stay healthy:

If you have an appointment with Quality and you or anyone in your home is sick, please call our office at 330-833-6025 to notify us before we come to your home. This precaution will help us keep our customers and employees safe and healthy and we thank you in advance for your help with this request.

To stay informed about Coronavirus, please visit the CDC's Resource Center at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> for up-to-date information.

We are grateful for the trust you place in us as your heating and cooling company. We will continue to make the safety and health of our customers, employees, and the community our top priority. If you have any questions, please call us at 330-833-6025 for assistance.

Yours Truly,

A handwritten signature in black ink that reads "Adriann Sittler".

Adriann Sittler

North Canton Location
613 North Main Street
North Canton, OH 44720
330-497-8299

Massillon Location
1930 Lincoln Way E.
Massillon, OH 44646
330-833-6025

Wadsworth Location
153 Broad Street
Wadsworth, OH 44281
330-331-7112