



HIC# PA108414

# MAX C. SMITH COMPANY

## HEATING & AIR CONDITIONING

### Service and Installation

P.O. Box 42, Gibsonia, PA 15044  
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### COVID-19 Safety Measures

Max C. Smith Company is pleased to be included in the “life-sustaining” category and we will continue to operate as usual while taking the following safety measures:

- No employee showing any symptoms of sickness will be allowed to come to work or visit with customers.
- Our technicians will not make physical contact with customers and will do their best to only interact with the machines they are servicing.
- We trust that our customers will hold any non-urgent service needs should anyone in their home be sick.
- Should our staffing situation decrease during the outbreak, we ask for your patience as we handle your needs for service and prioritize them accordingly.
- We prefer to accept electronic payments at this time but will still accept checks/cash if needed.
- Prior to entering your home, we will be asking the following questions to ensure the safety of everyone involved:
  - HAS ANYONE RESIDING IN THE HOME TESTED POSITIVE FOR COVID-19?
  - DOES ANYONE RESIDING IN THE HOME SHOW SYMPTOMS OF THE VIRUS?
  - DOES ANYONE RESIDING IN THE HOME WORK IN THE HEALTHCARE INDUSTRY, WHERE THEY WOULD BE IN DIRECT CONTACT WITH SOMEONE LIKELY INFECTED WITH THE VIRUS?
  - HAS ANYONE RESIDING IN THE HOME RECENTLY TRAVELED OUT OF THE COUNTRY?

IF YOU ANSWER YES TO ANY OF THESE QUESTIONS, WE ARE NOT PERMITTED TO ENTER YOUR HOME. PLEASE CONTACT OUR OFFICE TO RESCHEDULE YOUR SERVICE.

Your patience and cooperation are appreciated as we continue to make every effort to minimize any risk to exposure to COVID-19 while maintaining our highest level of service and professionalism. We will continue to monitor the situation and adapt accordingly over the coming weeks.

Please stay healthy and safe,

Date: 7/20/2020

Joes Woods and Scott Schinderle  
Management  
Max C. Smith Company