



Dear Pronto Customer and Friend,

During these uncertain times, I wanted to reach out to you personally regarding what we are doing at Pronto Heating & Air Conditioning to ensure the safety and health of our clients and staff. We are in constant communication with all of our staff members, especially those who come out to your home, to assure they are not experiencing any symptoms of the COVID-19 virus. If a staff member is showing symptoms, they will stay home until they are free of a fever or any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines. Pronto has a relatively small staff base and we are able to track and communicate with our staff promptly and with ease. We take great pride in our cleanliness and hygiene and are committed to making our cleaning and hygiene protocols even more rigorous.

Our technicians and installers will be using disinfectant wipes to clean all electronic devices. However, if you're uncomfortable using these devices when signing for a service or installation, and want to keep your distance, we can certainly skip the signature process and you can take a photo of the device screen instead.

For additional information about COVID-19, visit the Centers for Disease Control and Prevention at [cdc.gov](https://www.cdc.gov).

At Pronto, we remain committed to being transparent, responsive, and keeping you informed of any changes we make as we all hope for a return to normalcy soon.

Wishing you our best,

Wade Sedgwick and the team at Pronto Heating & Air Conditioning

P.S.

While Pronto is unable to control the air quality outside of your home, we can certainly control what's happening inside your home. We offer an air filtration product that is easily able to capture and retain airborne particulates and pathogens, including viruses, as well as airborne chemical compounds, via an air purification cartridge, removing them from the air and eliminating them as a health threat. We also carry UV lights that are shown to kill mold, viruses, and bacteria. Today, UV lights are used for germicidal use in hospitals, restaurants, and grocery stores and are able to be installed in your home with the same results.