



COVID-19 ACTION PLAN

Capital Heating & Cooling In-home Appointment Procedures

Special message from Jason Fox, Owner

We have been keeping our customers safe and comfortable for over 12 years and are committed to this mission throughout this pandemic. Capital Heating & Cooling will continue to serve the community, maintaining the following procedures, to ensure that our personnel and our customers remain safe.

1. Our employees work remotely, wherever possible. Our technicians work in isolation and have minimal interaction with staff and customers.
2. During all in-home appointments, representatives and technicians use
 - a. antibacterial hand washing prior to ALL customer interactions
 - b. gloves and masks during ALL in-home appointments
 - c. sanitary shoe-covers inside each residence
3. All technicians apply a bleach solution to equipment and all touched surfaces for 2-3 minutes, then wipe them down, during final clean up.
4. A minimum of 6 feet interpersonal distance is maintained, whenever possible.
5. Touchless payment options are available; cash or checks will not be accepted until further notice.
6. Capital Heating & Cooling offers [Free virtual troubleshooting & estimate appointments](#) upon request.

Rest assured, your equipment will be maintained, repaired or replaced as needed.

Call 414-404-6999 for immediate service.

Your Partner for Comfort and Health™