

# Our Coronavirus-Safe Process



## Initial Contact

Once the initial enquiry is made, we will confirm the details of the job and send a property questionnaire for you to fill out which communicates to us the health status, and also the comings and goings of occupants and visitors, so we can prepare.



## Arrival

Our engineers arrive at the property in protective gear with fully sanitised tools, parts and AC units ready to be used.



## During Installation

During installation or repair, our engineers adhere to all recommended regulations including social distancing.



## After Installation

Whichever is most appropriate in your case, we will then demonstrate the new or repaired AC unit either in person, over the phone or via video. The AC unit and all tools are then sanitised again before we leave and the work area is cleared.



## Future Support

We're committed to customer aftercare, and engineers will be available for phone or video support after installation.