

We wanted to share with each of you our ongoing efforts during this COVID-19 pandemic.

The safety of our team and our customers is paramount and we developed and implemented protocols to help stop the spread of infectious agents between our team members as well as between them and our customers. We have updated and adjusted daily due to the constantly changing environment. But we must be vigilant. And we promise that we will continue to update our safety protocols as needed.

For 33 years we have been here for you our customers during emergencies, nothing has changed. We will continue to answer our phone and be the dependable company you've grown to trust.

The State of Ohio has requested a suspension of non-essential movement. It is important that we take this seriously. We will be making the necessary adjustments to our operations until 4/30/2020. We will evaluate the progress of the containment of COVID-19 and modify our processes where possible to accommodate your needs.

Importantly though, we remain open and available to receive and dispatch technicians for any needed diagnostics, repairs, or services for our customers. We will also still be replacing systems when needed. We will, however, not be performing any residential maintenance on fully operational equipment during this short time, and will be asking those scheduled already to reschedule for a few weeks from now.

We will be stocking as many of our air quality products as we can, and will have UV and air filtration options available as long as we are able to be resupplied.

Our technicians will be complying with all safe practices suggested by the CDC and practices the Governor's office has outlined. Please have grace with them as we are going to try to provide the same high level of customer service and experience you have come to expect while being diligent to keep you safe.

If you have any emergency with your heating or cooling equipment, or would even want to talk to a technician on the phone, please give us a call or text us at 513.772.3444.

Gerald J. Moore
Founder

John A. Moore
President