



Dear Affordable Heating and Cooling Customers,

As the world focuses its attention to the spread of the Coronavirus (COVID-19), we too have been monitoring the situation closely. As a locally owned business deeply committed to the market and our customers we serve, **the health, safety and well-being of our customers, employees and their families are our top priorities.** We will operate on our normal business hour schedule from 8-5pm M-F and our 24-hour Service is available when you need us after hours. During working hours we are limiting visitors in our office, so if you wish to drop off a payment or pick up a part, we ask that you please call our office before visiting at 319-462-3638.

We're committed to maintaining a safe and healthy workplace for our employees while providing safety through the necessary resources that will allow us to provide the world class service and care our customers deserve. In addition to closely monitoring the latest advice and recommendations from the Centers for Disease Control and Prevention (CDC), we'd like to share with you the actions we're taking to help protect you and our employees.

We've advised our employees to follow the guidance of public health authorities regarding hygiene and personal travel (yes, we're washing our hands a lot), and we've mandated that any of our employees who exhibit flu-like symptoms stay home and consult with a medical professional. We're limiting business travel, and are focused on being here, in our home community, to best serve you. When we're not washing our hands, you'll likely find us cleaning and disinfecting our public area. In addition to the already rigorous procedures we have in place to make sure we give you the peace of mind and service you deserve, our Service Technicians will be using a fresh pair of gloves for each repair we perform and wiping down your equipment when we are finished with each and every repair. Our installers will be using hand sanitizer before, during, and after installs. It's a lot of hand sanitizer! But, keeping you and our employees healthy is totally worth it.

In the coming days and weeks, we know you're likely to be spending more time at home. Just know that we're here to serve you and to make sure all your Heating, Cooling, Plumbing, Car Repair, and Appliance needs are completely met. We're all about making home the best place for you and your family! Our other company websites are: <http://www.anamosaauto.com>, <http://www.fivestarplg.com/>, <http://www.iowaappliancecenter.com/>. Iowa Appliance Center allows you to anywhere with an array of convenient installation options at your disposal. Affordable Heating and Cooling and 5 Star Plumbing are available with 24/7 service.

We appreciate your patience and understanding as we are navigating this time. We are currently asking our clients pre-screening questions about their health and travel in the last 14 days for your safety and our employees' safety. If you have been exposed to COVID-19 or are sick, we are asking our clients to delay service until they have met CDC recommendations. We value our relationship with you and count it as a pleasure to serve you and our community!

Kindest Regards,

Your Friends at Affordable Heating and Cooling