

At Mastercraft Heating, Cooling & Plumbing, we have always been a company that leads by example. The health and safety of our employees are as important to us as the health, safety, and well-being of the communities that we serve. We are following the rules, regulations and obviously common sense during these very difficult and trying times. We are monitoring the COVID-19 situation as closely as possible and taking ALL necessary precautions to help our customers.

As an Essential Service Provider in the TRI County Area, Mastercraft Heating, Cooling & Plumbing will continue to provide these services during our regular business hours. We have the ability to work from home, answer calls, dispatch service techs, and keep certain essential staff at the offices to help supply parts when needed.

Here are the precautionary measures being taken:

- Mandatory staff to stay at home if not feeling well
- Asking customers about the health of their family before we arrive
- Wearing booties
- Washing of hands before and after
- Wearing latex gloves
- Wearing masks
- Wiping down surfaces before and after contact while we are in your home
- Asking customers to allow us social distance to work while in their home
- Emailing paper instead of leaving paper if requested
- Using technology for training or meetings instead of in-person sessions

It is our hope and to provide our customers with peace of mind during these trying times. If you need our services and have questions you want to be answered before we come to your home, DO NOT hesitate to call 800-924-2123 and ask for me STEVEN BEZ, co-owner. I will do my best to answer and assure you of our commitment to ensure your health and well-being as well as that of my staff.

Thank you,

Steven bez

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