

# COVID-19 Service Call Protocol

Your Central Vacuum is one of the key instruments to keep your home clean. Keeping it running at its optimum performance is critical to reduce allergies and to maintain a healthier environment, even in this challenging time.

If your central vacuum needs service during the COVID-19 outbreak, our company will adhere to the following guidelines to make sure we do not further encourage the spread of any contaminants.



## ***Preparing for Home Visit:***

- Prior to the service call we will attempt to contact you to diagnose the problem over the phone in order to minimize time spent within your home.
- We will call or text you when we arrive at your home so that you do not need to greet us at the door.
- If communication is necessary, it can be done through cell phone for your convenience.



## ***Protecting our Staff:***

- If anyone in your home has been sick or is infected with Covid-19, please notify us. We may wait 14 days after they have recovered before we service your power unit.
- We ask that all non-essential household members do not interact with our staff when they are present in order to reduce social contact.
- We will avoid using your restrooms if at all possible while we are at your home.



## ***Protecting Your Home Environment:***

- Based upon CDC recommendations, we are not allowing any of our staff who show signs of sickness to work until they have been cleared by a doctor.
- If the service issue involves your power unit and it is in the garage, we will keep our workers confined to the garage until we need to check anything in the home.
- We will ask for you to place all hoses and powerbrushes in the garage so we can inspect them and make any repairs without having to enter into your living space.
- If it is necessary to enter your home, we will wear new booties on our feet, new gloves on our hands, and a mask on our face.
- We will use the shortest route to access any equipment or inlets in your home.



### ***Proper Handling:***

- When emptying your central vacuum tank, we will dispose of the debris in a plastic bag in your trash can as it may contain contaminants.
- If you have a cyclonic unit with inverted cloth or foam filter, we may choose not to shake it out and either replace it or instruct you on how to wash and replace it yourself.
- We will use recommended disinfectant to clean all surfaces in which we come into contact with.
- If we need to take any of your equipment to our shop for repair, we will seal it up in a plastic bag prior to removing it from your premises and disinfect it upon its return.



### ***Payment Transactions:***

- We prefer not to accept any cash payments during this time. We will take credit card or arrange alternative forms of payment (Apple Pay, Venmo, etc.)

Our goal is to protect you as well as our service personnel while continuing to keep your central vacuum system operating at its peak. While we hope this crisis will be over soon, we want to employ as much caution as possible for the well-being of all those in our community!



**Authorized Dealer**