

COVID-19 announcement to customers

March 19, 2020

We are in unprecedented times here in our great nation, state, and city. Custom Sheet Metal & Heating has been serving our community for 40 years and we are ready to serve the needs of our customers and team members while doing our best to protect the needs of the community at large. Safety of both customers and team members is one of our core values and is a high priority at Custom Sheet Metal & Heating every day.

Our team provides a vital role in maintaining the health and safety of our community. Therefore, we will remain open during this time of social distancing. If your furnace, air conditioning, water heater, etc. is broken, we will be there to fix it.

I want to share our plan to address concerns and answer questions that you may be asking. Below is our process moving forward until further notified.

If you need service, please call our main line at 231-464-5436 for service. We have local staff handling the phones from 7:00 am to 4 pm weekdays, and as always, available 24 hours a day, 7 days a week.

We will be following cleaning protocols recommend by CDC and state agencies. Any team members that have fever, are showing signs of sickness, or who have been known to be exposed and not protected will be asked to remain at home.

Service Call Precautions

We are open and running calls to homes. We want to be there in case of emergencies and make sure we keep our customers safe and comfortable at home. We also need to take caution to protect our team members and make sure they stay healthy as well.

When you call in, our office staff will be asking if anyone in the home has a fever, been diagnosed or had exposure to the virus or traveled internationally in the last two weeks, so that we can be proactive with our team's response and level of protection. In most cases we can troubleshoot equipment in areas with minimal face to face contact. We will be following protocols to maintain a safe work environment by wearing gloves and disinfecting work areas in the home and in our trucks after each call.

You may be asked by a technician to speak via telephone and we may ask that you help control the thermostat while we are stationed at the equipment. We ask that you work with us so that we may provide the services needed.

Maintenance Calls

We will be running maintenance calls during this time. If you are scheduled already, we plan to come, but you are welcome to reschedule so please let us know. We will call before coming and go over any precautions that we need to discuss. In most instances, we can often work on equipment with minimal contact.

System maintenance is very important and should not put off for too long or ignored all together.

Obtaining signatures for work

Our normal process for repair work, is that we obtain approval via signature before beginning work. In order to reduce contact, we will be suspending this requirement at this time so you will NOT be asked to sign a tablet by our team. We will print your name and then ask for the last 4 digits of your social security number for authorization.

Payment

During this time, we would prefer electronic means via debit card, credit card, or 3rd party financing. We will accept checks but would prefer not to accept cash.

Measures we are taking for our team to be aware of

In order to reduce our exposure to larger groups, we will be discontinuing our group meetings until further notice. Technicians already work in isolation for most of the day and are not exposed to large groups during work. We will be limiting face to face interaction between our office team members and field team members. We will continue to strive for excellent internal communications, but ask for your patience and understanding as we perfect this process. Our goal is to continue to provide the best care to all of our customers! We will continue to work on our plan and make necessary changes as this continues to unfold.