

Hi, this is the team from **SANTASCHIMNEYSWEEPS.BIZ**. We want to thank you for the trust you have placed in our company and the services we provide. We consider it an honor to work for you and we don't take this relationship lightly.

The recent events and mandates our community and nation are facing have not been seen by most of us in our lifetimes and are causing a lot of fear and anxiety.

We want you to know that **SANTASCHIMNEYSWEEPS.BIZ** is committed to the safety and well-being of our customers and our employees. We have proactively put new systems in place to ensure the safety of your family and our team during these challenging times.

We are awaiting the shipment of specialized equipment which is slated for delivery in the middle of May 2020. The following procedures will then be in place.

First, if our technicians are sick or not feeling well or have sick family members, they will be required to stay at home. When our Technicians arrive at your home they will greet you but not shake your hand, they will also be wearing their face masks and carrying a digital infrared forehead non-contact medical thermometer, it will display their temperature to you and the color green which indicates they are safe, if any other colors show, **DO NOT LET THEM HAVE ACCESS TO YOUR HOME**. After they set up their equipment they will energize a uv-c sterilizer lamp to kill any viruses that may be present on their equipment we have installed portable hand washing systems on our trucks and our technicians will be washing their hands frequently and wearing latex gloves.

We know many of you will be spending more time at home in the coming weeks. We want you to enjoy peace of mind in your home knowing your fireplace has been restored to its peak level of safety and efficiency. We will be doing our part to prevent disruptions in service while protecting you and your family.

Thanking you in advance,
The Team at **SANTASCHIMNEYSWEEPS.BIZ**