



NSGHeating & Air Specialist, LLC

Important Covid-19 update

Here at NSG we are committed to the safety of your family as well as our technicians. Our team has completed thorough training and is prepped and ready to ensure that your heating and air conditioning needs are taken care of.

We understand that you may be home for some time, and we want you to feel confident that you have a local company that truly understands what you are going through. We do not just work in your community, we live here and our children go to the same schools. We are your neighbors as well as your extended family and you will be treated that way. If you have a special need, we will accommodate you and we will not deny you service based on your situation.

With that said, we will ask you a series of questions during the initial call so that we can be better prepared for the service call to your home, or business, as mutual safety is our top priority.

Here are some of the things you may want to take advantage of, so we can all be more efficient during the process.

Video Walkthrough - we use Facetime, as our key tool to communicate with you virtually

Here are some of the things you can expect from our technicians when they show up at your home.

- Upon arriving, we can greet you any way you choose - foot bump, elbow bump, wave, wink, courtesy, salute, or a simple hello :-)
- Plastic gloves will be worn throughout our visit
- Carry hand sanitizer in our pocket, or on our belt
- Wearing booties on our shoes
- We wipe down all areas we contact with disinfectant
- Limit exposure to 6 - 8 feet
- Temperature testing each morning and at the end of the day
- Our team is working on securing masks, just let us know if you want us to wear one, or if we need to wear one due to your situation
- Again, our team takes their Temperature at the start of every work day and at the end
- And of course, we will provide excellent indoor air quality, heating and air conditioning solutions and the 5 star service that you have grown accustomed to.

Our goal is to ensure your safety, health, comfort and energy efficiency needs have been met, while keeping our team safe at the same time. It is imperative that we work together during these troubled times and rise up against the situation at hand.

We will be here for you through this, and for many years to come. please do not hesitate to reach out to us, we will be ready and willing to come.

Our technicians and staff are currently at home, with full pay, while waiting for your call to come to your aid, please continue to support your local company, so that we can take care of our employees, and thus allowing our employees to take care of you and your family.

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