



**"Your Answer to a Comfortable, Healthy & Safe Home."**

**Indoor Air Quality Testing  
Furnace, Air Conditioning & Boiler  
Service & Installation**

### How Ultimate Air, Inc is Handling COVID-19 Virus Outbreak

At Ultimate Air, Inc., we take the safety of our customers and our staff seriously. While this is true every day, it's especially important in this time of heightened concern. Because our services play a vital role in maintaining health, safety, and comfort in Northeast Wisconsin, we will be remaining open during this time. You can rest assured that we're taking steps to minimize the impact of COVID-19 Virus Outbreak.

Below you will find a brief outline of our plan for addressing the COVID-19 Virus Outbreak

#### How Ultimate Air, Inc. is Working to Protect You

Per the Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines, we are making some changes to our normal operating procedures. We will also be adopting rigorous cleaning protocols during the outbreak. While these adjustments may seem inefficient or awkward, they're necessary to ensure the health of those we serve.

- **Staff Care:** Any Team Members showing symptoms will be asked to remain home quarantined for a minimum of 14 days.
- **Scheduling Questions:** When you call to make an appointment, our office team will ask if anyone in your home has had a fever, has been diagnosed with COVID-19 or has been known to be exposed to the virus. Please note that answering "yes" to any of these will not disqualify you from service. It will just allow our staff to be properly equipped with masks and gloves before entering your home.
- **Safety Measures:** Troubleshooting equipment can sometimes be done from the exterior of your home, but there are times when our staff must go inside. In those situations, nitrile gloves and masks will be worn. If you have an allergy to any of these products, please let us know ahead of time.
- **Sanitization:** Our trucks are stocked with disinfectant sprays and sanitizing wipes. After completing a job, your technician will wipe down any areas with which they had contact. This includes equipment, door handles, and floors.
- **Distancing Efforts:** At this time, we will be closing our office to the general public and delivery drivers. If you need to stop into our office, please call 920-845-2062 ahead of time to make arrangements. Some of our office staff will be relocated to remote locations during the COVID-19 outbreak. In some situations, we may ask to see pictures or videos of your equipment to better understand the problem you want addressed in order to optimize scheduling and help minimize face-to-face contact.
- **Area-Based Responses:** While we will continue to service everyone in the Brown, Door & Kewaunee counties, we will take extra precautions around clients in areas deemed high-risk by the CDC.

#### Regarding Maintenance Calls and Other Scheduled Appointments

We'll reach out to you prior to your scheduled appointment to outline the above procedures. At Ultimate Air, Inc, we value your health, safety and peace of mind. We understand the current situation may be more concerning for some of our clients than it is for others. If you would prefer, we're happy to reschedule any preexisting appointments. To do so, please call us at 920-845-2062.

#### Our Planning Standards

Ultimate Air, Inc. will be updating our website and FaceBook page regularly, as the situation develops. Outside of these pages, if you have any questions regarding this policy or wish to discuss our COVID-19 response plan in more detail, please call 920-845-2062 or email [jeff@comfortbyultimateair.com](mailto:jeff@comfortbyultimateair.com).

We appreciate your patience and understanding, as we all face this outbreak together.

Thank you for your loyal and continued business.

We look forward to working with you for years to come.

Jeff Blemke and the team of Ultimate Air, Inc.



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