



To our valued Customers:

Coastal Heat Pumps- COVID-19 (Coronavirus) – Preventive Measures
Updated March 19th, 2020

Recognizing that the current priority is containing the spread of the virus, Coastal Heat Pumps is committed to following the infection control measures as required by the Provincial Health Officer and the state of emergency that is in effect

The health and well-being of you, our Customers as well as our team is our top priority. With that in mind we need some assistance from you!

Changes to our service:

We will be scheduling and rescheduling any **Annual Maintenances** when the State of Emergency is lifted.

We will continue to book **services**, especially those who are experiencing no heat in their homes, with the condition that no one in your home is in quarantine at this time, and we can ensure 2 meters of social distance.

In Home estimates are moving virtual. This will be a preliminary quote, and a physical walk through will be completed before work is completed to ensure accuracy.

What we ask from our Customers:

If you have a scheduled estimate, installation or maintenance and anyone in your home is showing any signs or symptoms of fever, cough, shortness of breath and breathing difficulties, please phone our office and we will be happy to reschedule your appointment.

What this means for our team:

You can ensure the team member coming to your home is healthy, symptom free and has not travelled anywhere outside of Canada within a minimum of 14 days. In alignment with the 2 meter social distance requirement, our friendly team members will follow suit. You can expect to see our estimators and technicians washing their hands and possibly wiping down any high touch areas they need to access such as thermostats or doorknobs.

Thank you for your partnership in keeping our Coastal community safe during this time.