



COVID-19 Announcement to Customers

We are in unprecedented times here in our great nation, state and city. Ables Inc. has been serving our community for over 50 years and safety has been and always will be our top priority, not only for our clients but for our employees as well.

Ables Inc. 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 Air Conditioner or Heat is broken, we will do our best to be there to fix it.

We 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.

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 and businesses. We want to be there in case of emergencies and make sure we keep our clients safe and comfortable. We also need to take caution and 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 or has been exposed to the virus. We need to know so that we can be proactive with our team's response and protection. We will be following protocols to maintain a safe work environment by wearing gloves, wearing masks, if needed, and disinfecting work areas in the home and in our truck after each call.

You may be asked by a technician to speak to them via phone 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 already scheduled we will keep your appointment but, you are also welcome to reschedule, just let us know. We will call before arriving and go over any precautions that we need to discuss.

System maintenance is still very important and does not need to be put off for too long or ignored all together.

Obtaining Signatures for Work

Our normal process is for repair work to be approved, via signature, before beginning work. In order to reduce contact, we will be suspending this requirement at this time. This is to help keep personal contact to a minimum while we are at your residence.

For equipment sales, we will continue to require signatures for replacement equipment. We will ask this to be completed via email.

Payment

During this time, we ask that all payments be made via Credit/Debit card and we will not be accepting cash. If you do not want to give this information to the technician, you may call directly into the office and they can help process your payment.

Again, these are precautions that we need to take to make sure our clients and employees are safe.

Updates from Ables Inc.

We are currently keeping these new work conditions in two week increments unless the situation changes. We will send out communications via our webpage and social media with any updates.

We greatly appreciate our clients and team members here at Ables, Inc. We understand the value of trying to reduce the spread of this virus so that our healthcare system is not overwhelmed. We are confident that we will be able to handle this predicament as quickly as possible and return to normalcy.

Sincerely,

Russ Ables
President

Jeremy Ables
Vice President

Josh Ables
Vice President