

# Gentry Service Group

Building Efficiency and Sustainability

A Piedmont Service Group Company

Offering  
**ZERO**  
Contact  
Service Call

As circumstances continue to change, our goal is, as always, to provide every customer with quality service. We know air conditioning and air quality services are not a luxury, but essential to maintaining the reliability of your home's safety and comfort. We know that unexpected problems can occur and to help ease the burden on your pocketbook, we have temporarily discounted our diagnostic charge for any repair. We have also reduced prices on ALL Indoor Air Quality products and services.

If there is a problem in your home, it is important that you have someone you can trust and that can help you quickly and safely. That is why we have implemented for our customers and team members a ZERO CONTACT service procedure to minimize all person-to-person contact during our service, maintenance and installation calls.

- Social distancing of 6-feet minimum as recommended by the CDC
- Use of phones, pictures and videos to clearly communicate as needed
- Paperless call summaries, invoices and processing, including suspending the requirement to sign invoices and service orders
- Increased sanitation by technicians before and after every call, including hand washing/sanitizing, disinfecting tools and carrying an additional clean uniform change.
- Every technician wears new shoe covers and gloves in your home. Face masks are used when appropriate or requested.

Our company prioritizes these efforts to protect both our team members and our customers. Each day, we require health status reports, by all working team members, and have these readily available at your request.

Please inform our team members if anyone in the home is feeling ill and we will gladly reschedule your appointment!