

COVID-19 UPDATE:

The government has labeled HVAC as an “essential service” so that we can continue to serve the community.

We recognize that our customers rely on relief from the biting cold or scorching heat for their health, livelihood, and well-being. As a result, the Moonlight Mechanical Team has decided to do everything we can to serve our community in this time of need.

These are some of the steps we’re taking to keep our customers and our team healthy and safe:

- Our Dispatcher is asking customers if they have experienced any symptoms associated with COVID-19 in the last 14 days. If so, we kindly ask to schedule the appointment for 14 days after the onset of symptoms.
- Our technicians from time to time would give out handshakes, but we’ll have to just go with a thumbs up for now.
- Our technicians will do their best to maintain a 6-foot distance where possible. Don’t worry, it’s not awkward, we’re used to it already.
- Our technicians will frequently clean their equipment and trucks.
- When available, our technicians will wear masks.
- Out of an abundance of caution, we’ve made changes to business processes to minimize unnecessary interactions, such as dispatching technicians remotely.

Families are spending more time than ever in their homes. It’s important that your systems are functioning correctly, not just for your comfort, but also for your health. For example, research indicates that a virus’ ability to spread is impacted by humidity, so maintaining your air conditioning systems to control humidity can help limit the spread of viruses.

We thank you for your understanding and patience and praying for safety and health in these difficult times.

Sincerely,

The Moonlight Mechanical Team