



# ***AirSystems***

## **CONTACT-FREE SERVICE PROCESS**

Air Systems LLC  
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Dear Valued Customer,

Below you will find details of the Air Systems contact-free service process. This is a brief explanation of what our contact-free technical service includes:

1. Automated emails will be sent each morning to all site contacts confirming any planned work any time there is a schedule change, a new activity is created, as well as a reminder the day before work is scheduled.



2. An Air Systems technician will call the designated site contact before arriving at the site. The technician will explain the "contact-free" service features to the site contact and inform him/her of features designed to limit potential exposure for everyone involved.

3. Once on site, the technician will check in with the site contact again by phone again to inform that he/she is on site.

4. When possible, the technician will proceed directly to the equipment area without meeting face-to-face with the site contact. If this is not possible, the technician will professionally greet the site contact at a safe distance (6 feet) and wear a face cover in any common areas to discuss the work to be done and safety protocols to minimize contact with others. This is for the protection of all parties.



5. The technician will safely complete all assigned tasks on site.

6. Once the work is completed, the technician will call the site contact and offer a debrief via digital tools available (Phone, FaceTime, Zoom, etc.).

7. During debrief, the technician will explain all work completed and review any follow-up with timelines, including recommendations or pending quotes for additional work. If the site contact prefers a face-to-face meeting to discuss or witness an issue, the technician will do so at a safe distance (6 feet) and wear a face cover.

8. Following the discussion, the technician will digitally debrief the activity, and an email summary of work will be automatically emailed to all contacts included on the workorder. Customers can also access all history and future schedules by logging in to our on-line customer portal at [www.compressedairsupport.com](http://www.compressedairsupport.com).



## Additional Protective Measures:



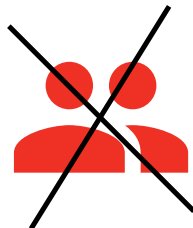
1. The technician will wear disposable gloves and a face covering if he/she must sign in at a front desk or security station.



2. Wash hands frequently with soap and water for at least 20 seconds. Use hand sanitizer anytime he/she re-enters their vehicle after leaving a common area (lobby, showroom, break room, store, etc.).



3. Avoid touching face.



4. Minimize customer assisted work unless absolutely necessary. Wear face covering whenever a minimum distance separation of at least 6 feet is not possible.

*Lean on us! We are taking every step towards ensuring your safety. Keeping our customers and employees safe is our top priority.*

### Air Systems On-Line Customer Portal

[www.compressedairsupport.com](http://www.compressedairsupport.com)

Log in to easily access all service history, future service scheduling, open quotes, invoice/spend history, and more. Optional UptimeRMX remote monitoring can be added to include live dashboards of equipment and system status, as well as full analytics and email/text notification utilities.

