

### **What is a “Jennings Virtual Visit”?**

A virtual visit is quality troubleshooting assistance for your HVAC needs by a certified technician via a video meeting. The virtual visit is intended to provide troubleshooting assistance and offers solutions for some of the more common and simple HVAC equipment problems and failures.

**Note:** The Virtual Visit is not intended for emergency service. If your issue requires immediate attention please call us at 330-784-1286.

### **How does the Jennings Virtual Visit work?**

Schedule your Virtual Visit in (4) simple steps:

1. Fill out the request form located here: <https://www.jenningsheating.com/virtual-visit>
2. A Jennings Team Member will contact you to schedule a virtual visit and provide any necessary instruction
4. Meet with a certified technician via video at the designated time to address your HVAC issue.

### **What does a Virtual Visit Cost?**

During this time of social distancing we wanted to offer our customers and our community a safe alternative to scheduling an in-home visit to address more simple issues. Jennings Heating is currently offering this service at **NO CHARGE** to new and existing customers living in the Jennings Heating service area during the COVID-19 pandemic.

### **What types of issues CAN be addressed with a Virtual Visit?**

With a virtual visit a certified technician can often assist in troubleshooting and offering a solution to many common HVAC problems. The technician can often assist in determining if your system is getting power, if your system and home are getting gas, if your thermostat is functioning, if your filter needs replaced, and several other common causes of failures. Often times a solution can be offered without the need for an in-home visit.

### **What if my Issue Requires an In-Home visit?**

Rest assured, Jennings Heating is still providing in-home service while taking every precaution available to ensure the health and safety of you and your family as well as our employees and their families. At this time during any in-home visit our technicians, installers, electricians, and comfort advisors will observe and ask for your assistance in maintaining social distancing of 6 feet. In addition, they will wear shoe covers, latex gloves, and face masks. Disposable styluses are available for you in the event you need to sign authorization of repair or approval of payment. Before leaving your home, they will disinfect and wipe down all surfaces they have come in contact with during their visit. Additional measures are available upon request. We also welcome any additional recommendations you may have to aid in keeping everyone safe and healthy.