



BEST FIRE EQUIPMENT COMPANY
918 Enterprise Way, Suite D
Napa, CA 94558
On the web: <http://www.bestfireco.com>

Toll Free: 800-300-4114
Office: 707-255-4114
Fax: 707-254-9551
Email: service@bestfireco.com

March 31, 2020

Dear Valued Clients and Community

We want to wish our customers, nearby communities, California, and our entire nation, hope, good health and comfort as we are facing the COVID-19 crisis together. Our thoughts are with everyone during this challenging time.

Best Fire Equipment Company will Remain Open as an “Essential Business” providing Fire Protection and First Aid Equipment service while following the Latest Guidelines Provided by the CDC, state, and local authorities.

Here at Best Fire Equipment Company, we are taking COVID-19 very seriously and will continue to conduct business with our employees’ and clients’ health and safety foremost in our day to day operations. We are diligently keeping up to date with all recommended health safety protocols. To this end, we are implementing new procedures which we believe will protect your staff and our employees:

We have suspended all fire extinguisher training classes until further notice. First Aid Service will be done on an as needed basis with minimal personnel interaction between our staff and yours.

On-Site service will continue for Essential Businesses. Because we are operating with a reduced staff, we will not be calling to schedule everyone as we have done in the past. We ask you, our customers, to call or email us (service@bestfireco.com) and **let us know if you will be open** and would like to request service during your regularly scheduled annual service month. We will do our best to accommodate your schedule.

- ◆ No handshakes please, and please observe *social distancing*.
- ◆ No Signature Required on paperwork – we will send invoices and payment receipts via email to minimize physical contact.
- ◆ We are requesting customers with extinguishers inside their building(s) to collect their extinguishers to a central location **outside** the building for service.
- ◆ Service techs will be wearing PPE gear: Nitrile gloves and face masks as necessary.
- ◆ We are sanitizing all frequently touched surfaces in our shop: door knobs, counters, POS equipment, keyboards, mice (when we can catch them), and other hard surfaces.
- ◆ In-Shop Service – We ask that you Please Call Ahead to verify In-Shop Service availability for a given date and time.
“While You Wait” service may not be readily available.
Drop off and Pick Up Later service is preferred.

If you have any questions or concerns please feel free to contact us.

Sincerely,

Del Schank, President, and
The Staff at Best Fire Equipment