



877-7-CHAVES
978-562-5309
chaveshvac.com

15 Bonazzoli Ave, Hudson, MA 01749

[Date]

Dear Valued Customer,

From everyone here on the Chaves HVAC team we want to thank you for your continued support and loyalty. We appreciate your business and trust you place in us to service your HVAC system regularly and keep it running at its best. We pride ourselves on providing the highest level of service possible and always maintaining the highest levels of ethics and integrity.

We appreciate our hard-working employees too. They go above and beyond every day, giving 100% in everything they do. We're so grateful to have such dedicated people on our team, keeping customers like you happy and comfortable.

Since 1988, we've been on call for you 24 hours a day, 7 days a week, 365 days a year. The well-being of our team – and their families – is a top priority for us. So we want to let you know that we've made some changes to our service hours. These changes are designed to help our employees have a healthier work/life balance. We want our hard-working employees to be able to spend time with their families, get adequate rest, and have time to do the things they love. We know it's the right thing to do and our team sure deserves it.

Know that we'll continue to deliver the same excellent service you expect and rely on. We'll make sure you're safe and taken care of, like we always have.

Thank you!

— CHAVES HEATING AND AIR CONDITIONING



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Frequently Asked Questions (FAQs)

WHAT ARE YOUR SERVICE HOURS?

After hours service calls now run until 8pm Monday through Friday and 8am to 6pm on Saturday. Service calls are not scheduled on Sundays. Please note that after-hours service and emergency calls are subject to additional cost.

WHAT IF I NEED TO CALL FOR SERVICE OUTSIDE YOUR REGULAR HOURS?

Our 24-hour live answering service can take your call to alert our team of your emergencies. Non emergencies will promptly be responded to the next business day. We would also suggest that each customer purchase 2 portable heaters in case of an emergency.

HOW DO YOU RESPOND TO EMERGENCIES?

We provide 24-hour service with a Code Red response for the following emergencies. Before contacting Chaves HVAC we recommend the following.

- **Gas leak:** Immediately contact the gas provider
- **Carbon monoxide (CO) alarm:** Immediately contact the fire department
- **Major water leak:** Immediately shut down the system or water if possible