



March 25, 2020

Dear Customer,

With the ongoing and rapidly changing developments of the COVID-19 pandemic, we're all facing uncertainty as to how to react with our businesses and the health of those working in them. Considering the seriousness of the current situation, ACF is taking steps to assist in mutually maintaining business continuity with you. Our goal is for your **air compressor and power generation system** to continue to operate normally with no unexpected interruptions while keeping the health of everyone a top priority.

ACF will remain open for business with the same services as always to support other "Essential" businesses but will adhere to the following for the protection of our customers and employees:

*For Protection of All*

1. ACF employees are following the latest recommendations from the CDC and/or state, county and local guidelines to prevent the spread of COVID-19.
2. We are requesting our customers share any special requirements or protocols you wish us to follow while on your site.
3. Our Service Technicians are to avoid accessing the work sites via reception areas. Instead, we will call our key contact to request access to the equipment via an approved entry point if necessary, for equipment service.
4. Our Service Technicians will no longer hand an iPad to an individual for a job sign off. The only requirement will be a verbal confirmation of a name and a contact phone number. Our Service Technicians will hand write the customer's name. All paperwork will be e-mailed.

To keep up with COVID-19 pandemic effects on our business, an internal ACF team has been established to maintain current operations and adapt to developing safety concerns and CDC and state guidelines. Any disruption or changes to our situation or ability to safely service your compressed air or power generation system will be communicated to you as soon as possible.





**ACF, Inc.**  
AIR CENTERS OF FLORIDA  
ACF STANDBY SYSTEMS  
ARLE COMPRESSORS OF FLORIDA



Although it is unknown how long the COVID-19 pandemic will affect our economy and our businesses it is important for us to maintain the equipment operating in your facility. Spare part supply chains will be affected negatively due to worldwide plant closures however, ACF will continue to secure parts for equipment we have under a Service Plan so as not to interrupt service.

Over the upcoming weeks ACF personnel will be contacting customers via phone, text and email to follow up on outstanding projects and check the health of your equipment. We'll only do Face-to-Face meeting with a preapproved appointment. Please communicate with our personnel if you must cancel or change a scheduled appointment.

We'll also be contacting customers to schedule PM services as needed. We urge our customers to allow the PM services to continue as scheduled with our adopted safety precautions and protocols, as it is better and more cost effective to maintain equipment than to deal with repairs on an emergency basis. We also recommend approving additional repairs when needed in order to improve the equipment efficiency and reliability.

Businesses can only be as strong as the communities of which they are a part of. ACF is here to support you and your business effort in this difficult time. Please let us know how we can help and support your company. Thank You for Your Business.

Respectfully,

*Andrew Young*

Andrew J Young  
President



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

9311 Solar Dr | Tampa, FL 33619  
p: (813) 621-9671 | f: (813) 621-6980

5570 Florida Mining Blvd, Bldg 210 | Jacksonville, FL 32257  
p: (904) 448-0045 | f: (904) 448-2057

7830 Kingspointe Pkwy | Orlando, FL 32819  
p: (407) 677-4200 | f: (407) 677-6755

12901 NW 113th Court | Medley, FL 33178  
p: (305) 888-8978 | f: (305) 888-8984