Dear Clients and Friends,

I hope that you and your family, and all your employees, are healthy and staying safe during these uncertain times. Covid-19 has sent us all into uncharted waters. Kaback Service, Inc. would like to assure you that we are working around the clock to help all our customers stay safe and gear up for a return to normal operations.

The Governor's Executive Orders restricting commercial activities will eventually be modified so as to give our clients access to their offices. As an essential service and maintenance company, Kaback continues to service our clients at their sites. Our technicians are equipped with required PPE.

According to a study by the National Institute of Allergy and Infectious Diseases' Laboratory of Virology, Covid-19 can remain airborne, and thereby transmit viral load, for up to three hours. Outlined below are our recommended steps for attempting to ensure the best air quality in your offices. These steps should provide clean air for you and your employees and should provide an extra layer of protection against air-bound irritants and viruses. Although even the most rigorous system cannot guarantee elimination of 100% of irritants, viruses, or germs, these extra precautions are vital to keeping air quality and safety top priorities.

Our Engineering Department has studied the most effective way to keep your (and our own) air clean and the air in your (and our own) offices as safe as possible. The Engineering Department's initial answer was to demolish our current system and replace it with a system that would double outside air introduction as well as introduce new MERV filters, UV lights, and ionization systems. However, that solution is not practical for either our own offices or most of the offices of our clients. Buildings built after the 1960s do not have fresh air shaft with capacity much beyond meeting then-applicable code.

The Kaback Engineering Department accordingly has taken that reality into account and, after full consideration, has recommended systems that are not in any ways new but are tested and reliable. Here are its recommendations:

Highly Recommended Steps

1. **Upgrade to Higher Efficiency Filters** *(Note, however, that the recommendation for a filter upgrade applies only to air handling units that can support such an upgrade. Kaback may need to do additional work to the evaporator motors, pulleys and flywheels...)*

   It is necessary to install new filters with a higher Minimum Efficiency Rating Value (MERV). MERV 11 and MERV 13 filters are the minimum recommendation. In some cases, based on the particular characteristics of your HVAC system, a MERV 16 filter can be installed.

   -MERV 11 – 40% efficient on .3 to .4-micron particulate. 60%+ efficient 1 micron and above
   -MERV 13 – 50% efficient on .3 to .4-micron particulate. 85%+ efficient 1 micron and above
   -MERV 16 – 90% efficient on .3 to .4-micron particulate. 95%+ efficient 1 micron and above

2. **Cleaning and Disinfecting Evaporator Coils, Pans and Blower Wheels** (*Please click here Evap Fresh Coil Cleaner.pdf*

   Using specialty cleaning instruments, the systems will be cleaned and sanitized by the fogging system. This process reaches normally inaccessible surfaces with an EPA registered cleaning chemical. The result is that the system is thoroughly sanitized.

   This procedure will require that the system to be shut down and your office space unoccupied for a minimum of 2 hours. The process will minimize overall bacteria presence and will improve overall indoor air quality (Please click here Fogger Image and Procedure.pdf)

Recommended Permanent Solution Steps – *(Installing long-term equipment which destroys bacteria, mildew, mold, SARS, Ebola, and other viruses.)*

1. **Portable Air Cleaning System** *(Please click here 950 P-DFS Air Cleaning System.pdf)*

   Stand-alone portable room Disinfecting Filtration System that traps viruses and micro-organisms.

   (More permanent solutions are available with DFS systems. If you are interested, a Kaback supervisor will be happy to survey your space and recommend additional options.)

2. **Installation of UV Lights (Recommended Option)** *(Please click here UVGI Infomation.pdf)*

   UV germicidal lights can not only affect small particles but can also destroy the DNA of submicron microbes. Installing UV lights in your HVAC system can materially improve air quality.

3. **Ionization of HVAC** *(Please click here Ionization iWave Information.pdf)*

   Ionization generates millions of positively and negatively charged ions. The ions are unstable and react with airborne particulate (like dust and allergens) and pathogens. Ionization kills viruses and bacteria in the air and on surfaces, mold, odors, and VO's. No maintenance is needed for the ionization system. It will last for the life of your equipment *(See image iWave Ionization Explanation Picture.pdf)*

Recommended Steps

1. **Sanitizing and Disinfecting HVAC Ductwork** *(Please click here Sanitizing HVAC Duct Work.pdf)*

   We recommend that, in addition to sanitizing and disinfecting your evaporator coils, pans and blower wheels, you expand that process to include your ductwork. The same fogging technology can be used on grills, registers, non-insulated surfaces, and ductwork. This process will minimize overall bacteria and improve overall indoor air quality.

   However, before ductwork sanitizing and disinfecting can be implemented, a site survey would need to be performed by us. That site survey will determine the cost of the procedure.

There is going to be a large surge in the purchase of the systems and procedures described above in this letter. To avoid a possibly long waiting time, you may wish to contact Kaback in the near term so that we can commence trying to assist you.

We look forward to hearing from you and helping to make the transition back to your office space as smooth as possible. As always, feel free to contact us with any of your HVAC needs.

Please contact facilityservices@kaback.com for inquiries on pricing.

Stay Safe and Healthy!

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