



NATIONWIDE APPLIANCE REPAIRS

NATIONWIDE APPLIANCE REPAIRS
ADDRESS : 13 DANDENONG ST,
DANDENONG, 3175
TEL : 1300 652 100
EMAIL : ACCOUNTS@NWAR.COM.AU
ABN : 93 088 484 664
WEB : WWW.NWAR.COM.AU

Dear Valued Customers,

Like everyone, Nationwide Appliance Repairs have been closely watching the development and impact of the spread of the Coronavirus, and particularly its effect on our economy and the health of our people. Our approach has been to remain alert, not alarmed, as we put in place plans to ensure that we are in the best possible position to meet the challenges presented.

We understand how vitally important it is in such times to have kitchen and laundry appliances up and running; as an appliance repair business we are doing our best to provide service to everyone in this challenging time.

We would like to update you on how the evolving COVID-19 situation will affect our business and the precautions we're taking in our office along with our service technicians visiting site. The health and safety of our clients, our staff and their families remain our utmost priority. We are implementing new measures, along with existing protocols in place to mitigate unnecessary risk. These are inclusive of, but not limited to:

What we are doing in our Head Office:

- Educating our team on hygiene and other preventative measures in line with Government recommendations;
- Ensuring hand wash/sanitiser is readily available to all staff and clients within offices;
- Being vigilant with hygiene standards;
- Checking in daily with our staff to ensure they are healthy and well, and actively encouraging any staff or client who is feeling unwell to refrain from attending the office;
- Requesting that unwell clients, or clients who have recently travelled, cancel their booking and rebook once clearance has been received from their medical practitioner.

What the Onsite Service Technicians are doing:

- Educating our Service technicians on hygiene and other preventative measures in line with Government recommendations;
- Ensuring hand wash/sanitiser is readily available to the technician;
- Being vigilant with hygiene standards;
- Checking in daily with our head office to ensure all staff/ technicians are healthy and well to undertake work.
- Service Technicians are requested to advise if they feel unwell and to stop work immediately and seek medical assistance.
- Service Technicians are not to shake hands with any customers / clients while onsite.



SERVICE | REPAIRS | PARTS | NEW APPLIANCES





NATIONWIDE APPLIANCE REPAIRS

NATIONWIDE APPLIANCE REPAIRS
ADDRESS : 13 DANDENONG ST,
DANDENONG, 3175
TEL : 1300 652 100
EMAIL : ACCOUNTS@NWAR.COM.AU
ABN : 93 088 484 664
WEB : WWW.NWAR.COM.AU

- Service Technicians are to wear a face mask where required onsite.
- Service Technicians are to wash hands after every job thoroughly.
- Service Technicians are to politely ask the customer before entering the property as a second precaution that the customer is healthy and does not have any COVID 19 symptoms.
- Service Technicians are to advise customers to keep a safe 1.5m distance while onsite undertaking repairs as a safety precaution.

What we request from our Customers:

- When booking in jobs our service consultants are to request that unwell clients, or clients who have recently travelled, rebook for a later date for service to complete their job.
- If any customers have any case of COVID 19 in place, or have been in contact with anyone identified with COVID 19, before we can attend this property a 28 day period quarantine needs to pass and we need to have a medical document from a medical practitioner advising they are recovered from the COVID 19.
- Nationwide Appliance Repair Staff members and the Service Technician reserve the right to cancel any appointments with little to no notice if the technician is not feeling well or if the technician feels deemed necessary whilst on site (Signs of coughing, sneezing or illness etc coming from the customer/client).

Our leadership team is meeting regularly during this unprecedented time and is closely following all advice received from the Department of Health and World Health Organisation to manage this dynamic situation.

We are committed to supporting our clients and the Australian community during this time of uncertainty.

Thank you
Ben Mamudov
Managing Director



SERVICE | REPAIRS | PARTS | NEW APPLIANCES

