



Kasper's Aqua Clear, Inc.

3351 Nazareth Road
Easton, PA 18045
610.252.1077

*Swimming Pool Supplies
Hot tubs and Premium
Service*

www.kasperpoolspa.com

KASPER'S IS OPEN FOR BUSINESS

April 4, 2020

RE: How COVID-19 restrictions will change the way Kasper's Aqua Clear Inc. serves its customers in the spring of 2020.

Dear Customers,

First of all, I would like to thank all of the first responders, doctors, nurses, police and the people who keep our hospitals operational. The strangers you risk your life for are our family, friends and neighbors. We can't express our gratitude enough.

Secondly, I want to thank our loyal customers who are very understanding, in this, the most challenging of swimming pool seasons. Kasper's has been serving the Lehigh Valley for over thirty years and many of you have been with us throughout it all. Thank you.

I know our customers will need to stay home this summer. Your pool will be an escape from the restrictions COVID-19 is imposing upon us. I also know many of my customers are looking to Kasper's to make sure your family has a safe place to enjoy life during these trying times. I want all of us to be able to enjoy our family pools independent of one another, until we can be a community again.

The Kasper's staff is coming up with creative ways to make sure all of our customers get what they need during this difficult time. On the following page you will find a list of the services Kasper's offers and how it will operate under the COVID-19 restrictions.

The information about COVID-19 is conflicting and changing daily. Therefore, the way Kasper's serves its loyal customers will change accordingly. Updates will be posted on our website www.kasperpoolspa.com and also on **Facebook**. You are also welcome to call and speak to anyone of us at **610.252.1077** if you have any questions or concerns.

Thank you,

Russell Kasperkoski
President

Kasper's Aqua Clear, Inc.
COVID-19 Restrictions

Policy Implementation – Effective April 6, 2020

Service & Maintenance:

- Kasper’s temporarily has suspended servicing any *new* customers at this time.
- All scheduled openings will remain on a modified schedule. More information will be forthcoming.
- All service calls will be scheduled on a first come, first served basis. As of this writing, the next available date is June 2, 2020.
- Estimates, upgrades, and any additional work will be scheduled after June 2.
- Service and maintenance crew will be required to follow safety guidelines and practice social distancing with each other and the customer.

Retail Store:

- The retail store is closed for in-store sales.
- We are accepting orders by phone (610-252-1077) M-F, between the hours of 9:00 am – 3:00 pm. Hours will be extended and weekend hours will be added as we get closer to the swimming season. Please refer to our website or Facebook for updates.
- Products are available for purchase on-line at our new [Kasper's E-Store](#). You can also link to the E-store on our website, www.kasperpools.com.
- For iPhone and iPad users, download the **Kasper’s App** from the Apple App Store. Here you can purchase products and contact us at the touch of a button.
- We will offer free delivery within local zip codes. Please check our website to see if your zip code is eligible for this service.
- We will also offer curbside pick-up between the hours of 9:00 am – 3:00 pm Monday-Friday. You will be notified when your purchase is ready for pick-up.
- Water Tests can be dropped off at the front door in a recyclable/disposable bottle. Bottles will **not** be returned. Please include your name, phone number and email address. Please also provide us with a brief description of the water quality. We will contact you with the results of your test and a list of products you will need to balance your water. We will also make arrangements to have these products delivered to you or a time when you can retrieve it from our “drop boxes”.
- Store staff and customers will be required to follow safety guidelines and practice social distancing.