



To the Rix Pool, Spa, and Sauna Community:

I trust this update finds you and your family all healthy, safe, and adjusting to the ever-changing environment impacted by COVID-19, the Coronavirus. As of today, March 17th, we want to assure you that we're open and preparing for your 2020 pool season. Rix has always been made special by people – our team members and our customers - and the relationships we have built over 40+ years. The wellness and safety of our team and our customers continues to be our top priority. To that end we're closely following guidelines from the CDC and other public health agencies, as well as guidelines from the city, state, and federal government. As well we're taking steps to minimize the risks of exposure in our warehouse and retail store, as well as on our service vehicles, tools, equipment, etc.

If you do have a service-related emergency, then we encourage you to call our office for a consultation and to potentially schedule a service visit. Take note of the following information that's been shared with our Industry associations.

COVID-19 and Swimming Pools & Hot Tubs

The Center for Disease Control (CDC) continues to report that **there is no evidence that COVID-19 can be spread to humans using pools and hot tubs**. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19. (<https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>)

Lastly, given the dynamic nature of the COVID-19 pandemic, we are committed to keeping an open line of communication with you should anything come up that represents a potential disruption to our normal course of business. Our aim is to work closely with you in the coming weeks and do all we can to keep the strong momentum going through 2020.

We appreciate your support and, if you have any questions, then please reach out to us by email to poolservice@rixpool.com or call us at 973-386-0404 ext 1.