



(516) 822-9300  
(800) 526-5760  
FAX: (516) 822-9543

---

550 West John Street  
Hicksville, NY 11801-1039

As the Coronavirus outbreak continues to impact our communities, please know that all of us here at Hercules are working extremely hard to support all of our customers during this difficult time.

As we continue to strive to keep our business running at peak operating performance, it is important for you to know that we are taking appropriate steps to ensure that resources are in place to support our critical business processes. Our field service and customer service teams are continuing to provide uninterrupted service to the many residents who rely on our Hercules laundry rooms, each and every day.

Our in-house customer service teams, along with our service dispatching and operations teams have all been working remotely from their homes since the outbreak, as the safety of our employees is critical to us. This remote handling of service requests also ensures us that every service request is addressed accurately, efficiently and as timely as possible by our field service technicians, many of whom are continuing to work nights and weekends.

Our field service technicians have been supplied with all of the necessary safety equipment, cleaning supplies and sanitizers to work safely in every laundry room. All precautions are being made to ensure the safety of our technicians and the safety of all business residents.

As a family-operated business for more than 60 years, we've served our communities through a number of challenging times. We are confident that we will not only weather this, but that we will continue to work our hardest to support your needs, during this time.

We hope that you and your loved ones stay safe and healthy.