

10/3/2009.

Attn: Mr. Dick Dobbs.

Dick,

I wish to write this letter to thank you for the fantastic work you and your installers have done with regard to the comfort of our home!

The problem we had was the back of the house, particularly the master bedroom. It was either hot in the summer or freezing in the winter.

You recommended more air flow to the back, added returns and vents to push more air through. We had already decided on upgrading the furnace and coil. Your recommendation of adding the returns and vents has made a world of difference. Your explanation and professionalism of the whole deal was extremely commendable.

I also wish to say that your head installer (next day) was absolutely fantastic, polite, amiable and professional. Everything was spotless by the time they left. I would never have known they had been here. Please convey my thanks to him and his assistant.

Our house, (which houses a 5, and 15 month old) feels completely different from when we moved in 16 months ago.

Both my wife and I are extremely impressed and happy with everything that was done.

I will be renewing my service contract with your company next year as a result. I have had nothing but a great experience every time.

Thank you for everything.

Sincerely,

Simon & Kris