

On Nov. 29, 2010, you installed a Trane XR15, Variable Speed Air Handler, and Clean Effects Filter for us.

This is a thank you for the great job!

The system is working extremely well and efficiently and is easy to operate, which is important because we're old. Initial review of prior years' data appears to indicate a 100 kwhr monthly savings. We now run the thermostat at 71 degrees vs. the old 75 degrees.

The installation by your technicians was very smoothly done, clean, and as scheduled.

The sales rep who did the estimating and scheduling, was a pleasure to work with, knew his equipment capabilities completely, and provided practical advice and guidance as to our needs. He never tried to oversell or push more expensive solutions. In fact, based on his experience and analysis of our life style, he kept us from adding bells and whistles he knew we didn't need.

As a retired GE Business Development Manager, I'm sensitive to employee performance management. And I'd urge you to use these employees to train any new hires.

Our entire purchasing experience with your company was totally satisfying. We'll be recommending your company to our friends.

Thank you,
Joe and Joani Selement