

7350 Kirby Dr. #22  
Houston, Texas 77030

Mr. David Bunch  
Air of Houston  
13 Rolling Glen  
Tomball, Texas 77375

Dear Mr. Bunch:

I am writing you to express my satisfaction with the air conditioning work that your employees did recently at my residence.

I had originally called Air of Houston to get an estimate for a an air conditioning replacement, and it was your representative Gary Edmonds who visited my home to present the different options that were available to me. Not only was Gary friendly and clear in his explanations, but he made several suggestions regarding the installation, most importantly recommending the installation of a second cold-air return on the first floor which he promised would help the over-all circulation. Gary's straightforward approach, as well as his reasonable cost estimate, persuaded me to have the new air-conditioning system installed by Air of Houston.

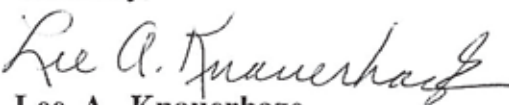
On the day of the installation, Gary appeared at the time agreed upon with his very hard-working helper, Derrell. (I am not sure of the spelling.) I was most impressed by the fact that they got right to work, making sure beforehand that my carpet was protected with drop cloths along the pathways that would receive the most foot traffic during the installation process.

Gary and Derrell worked the entire day, well over seven hours, and had to overcome some problems that would have caused less determined men to throw up their hands in defeat. They had to spend, for example, a good deal of extra time putting in the second air return and in getting the air handler to fit in the very limited space that the old unit had occupied.

When the work was done, the new system was turned on and worked to perfection. At day's end, the only minor job not completed was the leveling of the old slab on which the new condenser was placed. Gary promised to return in a few days to do the leveling. I thought to myself that I would probably have to remind him of his promise with a telephone call. But, true to his word, he returned one day shortly after the main installation to complete the work on the slab. He must have shown determination and ingenuity to get on the property that day since I was not at home to open the front gate and he somehow managed to get in and do the work despite my absence.

Now that the job is completely finished, I am enjoying my new air conditioning system; I am especially pleased that I chose to use your company, mainly because of the dedicated work that Gary Edmonds displayed before, during, and after the installation. Because of his strong and successful efforts, I would not hesitate to recommend Air of Houston to any friend or acquaintance who might be seeking first-class air conditioning service; and I would trust that you would recognize in some manner the excellent work that Gary has done as a representative of your company.

Gratefully,

  
Lee A. Knauerhaze