

James T. Crowley, Jr.  
Advanced Heating and Cooling Services Inc.  
435 Linden Avenue  
Zanesville, OH 43701

Dear Mr. Crowley,

We've just mailed our customer satisfaction survey, giving well deserved high marks to Advanced for our experience buying our new Trane furnace and air conditioner. However, rather than acting like teachers, grading your performance, we wanted to thank you for all you and your team have done.

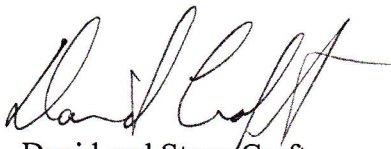
At every step of the way, from our first chat with Drew Williams and his subsequent evaluation of our home, through installation of our new system and the final fine-tunings, everyone at Advanced has shown the utmost expertise and professionalism. As if this weren't enough, we were welcomed into your store with friendly smiles and made to feel like part of the family.

You made us feel special, that we were valued customers that you wanted to please. To this end, it seemed you went far above and beyond the basic requirements of a business interaction. We particularly appreciate...

- ...allowing us to meet so many members of your team. In addition to the folks like Drew, our installers Josh and Billy, and our service tech Jason, we met your master scheduler Bob and sheet metal expert Jay. You even made a point of coming out of your office to meet and greet us.
- ...installing a slightly larger furnace at no additional charge when, during the planning stages, you determined the one originally planned might not be enough.
- ...your understanding in working to move our installation date to just a couple days later when, just days before the scheduled installation, we had to leave the state for a funeral.
- ...graciously honoring our request that the outside unit be placed on a pedestal. We are tremendously impressed by the modification to the existing pedestal fabricated by Josh and Billy.
- ...Jason's creativity in finding and installing a second thermostat when we discovered the original thermostat had a *feature* we found annoying. Again, this was done at no additional charge. We thoroughly enjoy our new stat.

Add to this, the infinite patience shown by everyone, especially Drew and Bob, in answering all our questions; Josh and Billy's expertise and attention to detail in an installation that is truly impressive; and Jason's diligence in working to see our new system up and running the way it should—meeting all our heating and cooling needs.

Advanced is an outstanding organization. Thank you and everyone on your team for making this experience the most satisfying we could imagine.

  
David and Stacy Craft

