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July 25<sup>th</sup>, 2005

Phillip Grosenbach  
Vice President  
General Heating and Air Conditioning, Inc.  
1310 S. Myrtle Avenue  
Monrovia, CA 91016

**SUBJECT: OUTSTANDING CUSTOMER EXPERIENCE**

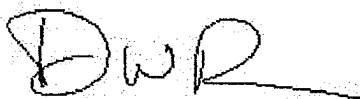
Dear Phillip:

General Heating and Air Conditioning, Inc. replaced our compressor and condenser in late June 2005. I am sending you this letter to thank you and your company for going above and beyond to help us get our system back up and running quickly.

As you know my wife and I were expecting our first child at the end of June 2005 when our air conditioning suddenly stopped working. Already under some stress, we called several air conditioning repair services to inspect the system including General. Since we had used General earlier in the year for maintenance your dispatch (I believe it was either Star or Martha) made arrangements to get a technician out to our house immediately. Your technician (I don't recall his name) tried everything to get our system running again including an old "Texas Trick" using a garden hose to cool down the compressor but we had no luck. At that point we were facing a replacement of the compressor and the condenser. Again we called several contractors to get estimates on what repairs were necessary. One contractor offered a "low-ball" replacement system but didn't really evaluate the overall system. Another contractor proposed that we re-do the entire system including thermostat, ducts, registers, coil, compressor and evaporator. Obviously overkill to solve our immediate problem. General provided the best overall evaluation of our needs and took the time to understand that we were on a limited budget and a compressed time-line due to the fact that our baby could arrive any moment! General really came through when (I believe Star and Martha again) helped to coordinate 2 of your field techs to come out on Saturday and perform the install of the new compressor and condenser (don't have there names either but they were great).

Our son Thomas William arrived on June 25<sup>th</sup> and our air condition is working great in the 100 degree plus heat of the summer. Please pass on our appreciation to everyone that was involved in helping us when we really needed the help! I plan to refer anyone that needs HVAC work to your company in the future.

Yours Truly,



Douglas William Raymond