

Dear Sir:

I had a Lennox furnace and water heater installed last month by your company Dee Cramer. I am writing to let you know how happy I was to have you place do the job. From the time Dale came over for the presentation to the person who was going to do the installing.

First let me start with Dale, he was on time and presented his product in a way that a 72 year old person could understand. What really impressed me was he was the only person to ask to measure my upstairs and to measure outside. The reason I bring this up as I gave him the size I thought it was I was wrong. he told me when the job was done he would be back on the 2nd day to check everything over. I didn't think he would come back but sure enough he was back on the 2nd day and checked every thing over. I don't think in all my years of doing business with companies have ever been treated so nice, honest and sincere like Dale treated me about his job and the company he loves. You should be very proud the have him represent your business.

Now the person who did the work, Pat. He was so nice, clean about his work, picked up everything and did just a good job that I could have adopted him. When he left I told him he should get a raise mostly because I asked him so many questions I could of went with another company who would of gave me a five year warranty on parts and labor but for some reason Dale Impressed me in his presentation.

There is a reason why you have been in business for years. Your name and how you treat your customers. We are the ones who will pass your name on to some one else.

Thank you,

Beverly