

December 10, 2007

Dear Rich,

I wanted to take a moment and thank you for the outstanding advice and service performed by the Dee Cramer Team as our family investigated the options available in today's heat/cooling market. Your team took the time to listen and explain to me the relative options available for my needs. I am very pleased with our new furnace and air conditioner, but more importantly, I am confident I have purchased the best equipment for my home.

After I made my decision, your technicians and installers were extremely efficient and courteous. My wife and children felt very comfortable as your team quickly installed all the components and reviewed the instructions for basic operations.

This was a quality evolution end to end. Thanks again. I look forward to continued quality support from Dee Cramer.

Sincerely,

Curt