

Dear Sir:

Getting it right is the only way to go when you size heating, ventilating and air conditioning equipment. Since the night temperatures have been below zero degrees Fahrenheit lately, I can now make a statement about how you did when you took off the job at my home last October. Congratulations, you did fine.

The Trane furnace with central air conditioning that the Dee Cramer organization installed at my address pursuant to your order #11607 has functioned flawlessly. On a degree-day basis, utility gas usage is nearly 20% less than the furnace you replaced. These savings will help pay for the air conditioning next summer. Thanks too go to Pat and Ralph for the professional installation.

Very truly yours:

Gene