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Dee Cramer, Inc.  
4221 E. Baldwin Rd.  
Holly, MI 48442

Attention: Michael Esant

Dear Michael:

Enclosed find with this letter my check in the amount of \$3680 in full payment for the air conditioning zoning system your company installed at my office June 29-July 1.

I would like to take this opportunity to tell you what a remarkable difference this system has made in this building for not only our comfort on the main floor, but that of my tenant on the second floor. My office is only ten years old and yet the heating and cooling system has never been properly regulated, in fact was most certainly sized too small for this building. It has been a source of much irritation since that time.

The zoning system you installed works like a charm, and even on days when the temperature upstairs less than perfect from my tenant's point of view (because it does not lower itself to 70°), there is still an obvious improvement in everyone's comfort level. All the rooms are less stuffy, and the airflow is vastly improved.

I also appreciate the professionalism of not only yourself in estimating and following up on this job, but that of your technician who installed the system. He was efficient, courteous and solicitous of the fact that we are an operating office while he was working here.

I certainly intend to call you when I am ready to revise the heating and cooling system in my home, and would freely and enthusiastically recommend your company to anyone contemplating such work.

Sincerely,

Rebecca McClear