

Dear Chris,

We want to thank and commend your DFH team for an incredibly timely and efficient response to our AC loss. We are so impressed, we'd like to highlight the chain of events that has made our experience with your organization so impressive:

- 1) Based on a recommendation and review of your website, I called you about 9AM on Tuesday...Leah passed me to you. You said you'd check your schedule and call me back. Within 10-15 minutes, Matt called me, explained he was in Shelby Cty. and would be here around noon...he was.
- 2) Our discussions with Matt were very informative and helpful. We ended up selecting a Trane unit that was two steps higher than what we had decided on with two other servicers. Matt did not pressure us, he just gave us his recommendation and options...and we picked his highest option. We asked him when you could put the system in and he said "tomorrow" (or Friday)...we were impressed and 'signed up'.
- 3) As you may know by now, our installation presented several challenges: Condensor location (mature shrubs), restricted height for the A-coil, close quarters in the utility room, hi-efficiency furnace in and out air ducting, Aprilaire humidifier location change. Dave and Joe worked REALLY hard ALL DAY, NON-STOP to get the system in....a couple of soft drinks, an apple and two granola bars each was all I could get them to eat as they worked. "Kudos" to their stamina...I was tired last night and thought how tired they had to be. They were very professional, friendly and very tolerant of me watching and following them around all day.
- 4) Jerry was a cheerful 'first-face' to meet for your technical team when he showed up with the HUGE Trane heat pump, and proved to have a stong back in helping to set the unit without taking out any of our shrubs.
- 5) Jeff showing up to confer with Dave on the A-coil enclosure and installation configuration was incredibly timely and effective. (This was my biggest concern in this whole project...it ended up looking really good...it would pretty much take a professional to recognize the creative design and installation work done to get it in...looking like there wasn't a 'fit' problem at all....nice work on Dave's part) And Jeff showing up later to bring Dave needed PVC materials for reconnections and validate everything just added credibility to the 'teamwork' you tout on your website. He was evidence of your commitment to getting everything right on this quick-response, challenging project.
- 6) Lastly, Leah's quick response to catch Charlie, on his way out of Goshen this morning, to check on my new programmable thermostat problem and frozen relay was outstanding...both are highly productive, customer oriented people.

We know you get 'commendation' letters from happy customers, however, most probably do not have these type of specifics...as you may suppose, it was a bit of an effort to compose. Rest assured, we would not have written it if we did not feel that your team had earned it. Thank you and please thank them on our behalf.

Sincerely,

Dave and Karen Graves