

July 16, 2011
David Lew

Orenahon, IL 60410

Mr. Michael Cassity
President
Four Seasons Heating and Air Conditioning

Mr. Cassity,

I am writing to personally thank you and your company for the exceptional service received for replacement of my old, outdated heating and cooling system. Being apprehensive and concerned with having to deal w/ and go through the whole estimating and bidding process, I felt very fortunate when connected to your "Comfort Specialist" Walter Obrecht. His professionalism and knowledge along w/ his timeliness and easy accessibility to answer follow-up questions immediately sold me to go w/ Four Seasons to answer my service needs.

Further concern and anxiety regarding installation quality and operation remained. Walter scheduled installation

(2)

within two days which was great considering the 90+ degree days and I was on vacation this week. As much as I was impressed by Mr. Obrockta's knowledge and salesmanship I was equally impressed, if not more, by the performance of the service Technicians (Darius and Migel). The talent and diligence of Darius combined w/ the support and dedication of Migel are to be commended. They showed up promptly as scheduled and reviewed the overall demo and installation process w/ me.

Being a Supervisor in the Process Department of a large area Oil Refinery I work daily w/ the Process Technicians and Maintenance Technicians in the field. The performance by your installers (Darius and Migel) is at par with our very top performers. Their attention to detail, work ethic, Safety and housekeeping practices, timeliness, diligence and dedication are to be commended !!

Overall, Let me thank you and your Team for the comforting experience

(3)

and putting me at ease knowing I have purchased and installed a great product to take care of my needs for many years to come. Since being a Saturday installation, my "nosey" neighbors could not refrain from observing and questioning on my good fortune and as since one neighbor has called Walter for an estimate for a rental unit he owns and the other neighbor is considering your company for his future needs,
Thanks Again for Everything!

Sincerely,

Dave

David J. Le

Channahon, IL 60410