

Tuesday, August 29, 2023

Mr. Rimmer,

What an incredible team you have in Gabe Turner, Tom Tewell, Aaron Brown and Mike Bennett! From the first maintenance call to the sale, installation and product review of our new heat pump, the service provided by your team has been beyond excellent!

It started with Gabe. Our AC unit was struggling, and I could tell by the way he spoke, he hated telling us the bad news that our unit's time was borrowed. He stabilized and recharged it and sat down to explain why he recommended replacement. Because of his honesty and gentle, considerate nature, we didn't need much time to decide that he was right and to ask your company for a quote.

Next, the sales consultation with Tom Tewell was extremely professional and in short measure we knew he was not trying to oversell us. Because he was honest, we did not bother to check with any of your competitors. He was not just knowledgeable about the equipment; he knew what was going to be needed in the labor. He taught us about the options, considered our plans, and came up with a solution that was practical. He estimated the amount of time for installation so well, in fact, that we were able to plan around it accurately. And considerate! --- he even made sure we had a portable AC unit to keep us cool overnight!

His segue introduction of your technical team allowed for a seamless day and a half of installation. Tom remembered every detail we'd discussed during consultation and thoroughly communicated it to the installation team, Mike Bennett and Aaron Brown. The cheerful collaboration between these three was evident and made it such a pleasure to have them in our home. They were considerate about every aspect of their service---from asking where it was okay to park---right down to the color of an attachment piece on the outside of the house. They cleaned up each day, they worked "small" and even muffled sounds when they realized my husband was conducting work meetings. At the end, when all was done, Mike took us through the unit's operation, the technical guide's location, and the warranty and service agreement. He made it simple and easy to follow. Truly, I think that this is the first time we were sad to see home services come to an end. (I must also add Sue; she followed through the next day to relay warranty information and to check on installation quality---she too was excellent)

In short, I thought you should know that every person with whom we had contact showed excellence in service. If I had to choose the best, single word to describe your team, I'd have to say "trustworthy". I suspect that the consistency in customer service that we encountered with every staff member must reflect the standards set by leadership. So, when we move and it's time to plan for HVAC, know that your company is the first one we will think of. Please tell your folks how very grateful we are for their care, courtesy, and kindness. Thank you!

Sincerely,



D. Gregory (& Fred)

PS---We can't believe how quiet the new system is!!!