

Action Heating and Air
Michael and Pat Stover
134 Masters Drive
St. Augustine, FL 32084

June 24, 2013

Dear Mr. and Mrs. Stover –

I wanted to write and tell you about our recent experience with your company and with your General Manager, Jeff Wilder. After purchasing our house in May, we found ourselves with an air conditioning problem, but we had no idea what the extent of the problem was, just that we thought we had a broken duct under the kitchen. By the time we called Action, we had had 2 other air conditioning companies attempt to determine the problem (one of whom we're actually still waiting on a quote from....). Neither of them ever looked beyond a section of the ductwork that we knew had an issue, and neither appeared to be especially responsive to our needs. Jeff returned our call promptly, came right out, and not only inspected *the entire underside* of the house, but also reviewed the entire *inside* of the house. It was he who noticed that it wasn't just the broken duct, but that the rest of the ductwork was in terrible shape and installed incorrectly. It was he who saw that we had a condensate line draining back into the duct. If we'd relied on the other companies who'd done the inspection, we'd have never known about it and we could have had mold issues later on that would have impacted not only the house, but our entire family's health.

Jeff looked at both air handlers and determined that our airflow and the placement of our registers and thermostat were inadequate and improperly placed for the needs of our house. He recognized that one of the ducts in our kitchen was inefficient and should be redone, not only to allow for better airflow but to allow us to make better use of the pantry. He also saw that our handler was placed inappropriately and made recommendations for it to be turned and enclosed. He saw that our upstairs handler was improperly sealed and made sure it was corrected. He went above and well beyond to make sure he identified everything that needed to be fixed.

The team Jeff sent to complete the work were all friendly, respectful, and capable men who worked efficiently and quickly, and they all kept us informed about the work they were doing. They worked neatly and cleaned up as they went. Jeff was always easy to reach and at all times kept us informed of what the team was doing and what to expect.

Overall we've been more than pleased not only with the quality of work performed but also with the way your company took care of us throughout the entire process, as though you'd known us for years and wanted us well taken care of. We've already shared your name with our friends and family (and basically anyone who'll listen). We know we'll be paying this work off for years to come; it was more than we were prepared for with a new house, and certainly not expected. But we feel like it was work well done and will serve us for years to come, and that we have a company we can depend on should we have issues in the future.

Thank you for everything your company has done to help us make our home healthy and safe for our family. We truly appreciate the hard work and dedication of Jeff and his entire team and look forward to working with them in the future.

Sincerely,
Dana and Dallas Skornia
Carter (7) and Sarah Cate (4)