

March 6, 2008

Lisa Reuter
4 Seasons Heating and Air Conditioning
7650 Marathon Drive, Suites G & H
Livermore, CA 94550

Dear Lisa:

I want to let you know how extremely happy I am with my new Carrier heating and air conditioning system and what a great crew of employees you have! You were the third company I called to come in and give me a bid for new heating and air conditioning, but you were the only company that actually measured the rooms and the registers to find the optimal system.

When Jeff arrived to do the bid, I knew I would be going with you. He asked questions and even came back to double check his calculations to make sure the system would meet our needs. After deciding to go with you, he explained everything that would take place during the installation including how long we would be without a furnace so we could prepare. He also dropped in during the installation to make sure everything was going well.

The installation was flawless – your employees are so friendly! They protected the hardwood floor and when they finished up for the day, they cleaned everything up so you couldn't tell they had been there. I still can't believe how fast they installed everything.

With the old system, because we had doubled the size of our house, we did not get heat to the very back of the house, and some rooms were hotter than others. What a great feeling last Saturday morning when the heat came on and I could feel the heat in the back master bedroom! I also noticed that with the new system, it did not take near as long to heat the house which I know will show on my PG&E bill!

Having just gone through a long remodel process dealing with contractors who didn't show up when they said they would or the quality of their work wasn't what we expected, what a breath of fresh air to find that there is still a company who cares about their clients and will do quality work with out overcharging them. I have and will continue to recommend you to friends and family who are updating their heating and air conditioning systems. You are the BEST!

Jim Hampton
KKIQ Radio