

September 10, 2009

Aspen Heating and Cooling
4131 W. Michigan Avenue
Jackson, Mi 49203

Attn: General Manager

During this last week, we have had some of your service technicians at our home replacing the furnace and ductwork. The ductwork is located in a shallow crawlspace under our house. It frequently is wet and muddy and not a place you want to enter. Your employees, Harold and Eric, have done an outstanding job for us. They had to remove the old ductwork which had rotted away, full of cracks and holes. Then they spent days under the house installing the new ductwork. We are senior citizens and cannot go down there to check out the work. However, we totally trust their expertise in handling this difficult job. They are so friendly, helpful and have made excellent suggestions in other areas that needed attention. We really appreciate the job they have done. Your company is only as good as your workers and you have two "jewels" in these fine young men. They are to be commended!

Sincerely,

Tom

Betty

Tom and Betty

Jackson, MI