

May 8, 2008

To our friends at Aspen Heating & Cooling:

We wanted to take a moment to express our appreciation for the outstanding work you have done in our home, and your ongoing commitment to making sure our system is meeting our needs.

My wife Michelle and I are broadcasters, our voices are our livelihood. When we're sick or can't speak, we can't work. I had been experiencing some respiratory problems that were keeping me off the air more than I'd like. Because of this, when we added a new Amana furnace and A/C unit with an addition on our home, Jim Johnston and your Aspen team designed a system that would not only heat and cool our home, but purify the air in our home at the same time.

One of the first things we noticed was a dramatic drop in the cost of heating our home after replacing our old 1960's era furnace. One of the other things we noticed was how much dirt and dust the new filtration system was pulling out of the air in our home – too much actually. We weren't sure why we were going through air filters on the new furnace 4 times faster than normal. I also continued experiencing respiratory problems that were affecting my ability to work.

When we added the new system to our home, although the new addition on our home received new duct work, Michelle and I made the decision to leave the existing duct work in the older part of our home in tact, and simply connect the new system to the old duct work. This proved to be not such a good idea.

One day, after being on the air yet again with a scratchy voice and another respiratory infection, Jim Johnston from Aspen called me at the radio station and told me that he was going to come over to our home THAT MORNING and figure out why these problems were still happening. Jim discovered that in fact our old duct work was LOADED with horrible things from the past 40 years that we were circulating through our home and that we were breathing in. This was the cause of our high filter usage, and Jim suspected, was also the cause of our ongoing health issues.

Once again the Aspen team went to work on our behalf and replaced all of the ductwork in the older part of our home, and literally within 24 hours of that being completed we felt like we were living in a different home. We had no idea that the air quality in our home had been so poor until we realized how dramatically different it was after the Aspen team had finished their work. Since Aspen replaced our old ductwork we've experienced no respiratory issues whatsoever, in fact my wife has noticed a dramatic reduction in some allergy problems she's had. We've noticed a huge drop in the amount of dust in our home, and the air in our home even smells fresher! We feel like we've finally found the answer to the health issues that have been plaguing us for years, and it's because the expert team at Aspen was willing to do whatever it took to find the solution.

We cannot thank you enough - you have re-defined customer service for us. We highly recommend the friendly and professional team at Aspen Heating & Cooling to anyone who wants the job done right by people who genuinely care about the customers they serve.

Sincerely,

Dave & Michelle Dawson