

July 29, 2009

H/A Air Conditioning, Inc.
Attn: Owner/Manager
20815 N.E. 16th Avenue B-35
Miami, Fl. 33179

Job - K105636

Re: Service on July 22nd - Air Duct Cleaning/Dryer Vent Cleaning and Air Conditioner Check

To Whom It May Concern:

I very seldom write a letter regarding service; however, in regards to the above service, which resulted in your company coming back and replacing a fan at no charge to me, I feel that I must write to express my 100% satisfaction of your employees that were here.

When they arrived on July 22nd, they were very polite, professional and informative. The fan in the air conditioner was beyond "disgusting" with mold/bacteria, and they told me what needed to be done and the price. They proceeded to clean this area and even told me to take pictures, which I did. Since I have had various companies check my air, no way to go back to them regarding this, but can guarantee you, that if I need an outside company to do any air conditioning work on my unit, it would be your company. Unfortunately, the air stopped cooling the following day, so I called your company, and they were here at 8:30 a.m. the following morning, assuring me that they would take care of it, and they did. The fan "died" and a new fan was replaced at no charge to me, even though it was old. I do not remember the name of the gentleman that stayed and put in the new fan, but he is beyond an employee, he is a true asset to your company.

I was very frightened as the fan caught on fire, but all was fine and I was very scared. He assured me, everything was okay and I was safe and he would not leave until it was completely fixed and safe for me. This is beyond "customer service", this is "excellence of service"! I do not have enough words to thank you and your company for hiring these three gentlemen as they are truly professionals, especially the man who actually completed the work so the other could make another customer "100% satisfied".

I plan on emailing all my friends from Orlando to Miami of your excellent service, will also tell all my Facebook friends, and hopefully I can put your name and number in our Condominium newsletter next month. I can tell you that every neighbor, person I talk to, I tell them to call you.

Your company deserves an A++++ rating with Better Business Bureau, who I will also go online and see if I can comment so everyone can see.

Again, thank you for the excellent customer service and to these three great employees.



Marilee K Kuehn
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