

March 26, 2011

Reupert Heating & Air Conditioning  
5137 Crookshank Rd  
Cincinnati, Ohio 45238

Dear Reupert Heating,

I wanted to take a moment to thank your organization on a job well done. Back in June of 2002, my family chose to use your organization to install our new heat pump system.

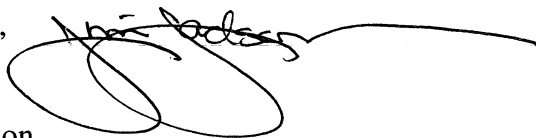
After the installation was complete we started experiencing problems with the system. Your company always came out promptly to fix the problem and ensure we were back up and running as quickly as possible. Over the next eight years we continued to do routine maintenance and continued to experience problems with the system. The problems ranged from compressors, coils leaking, and other small items.

This past March I had to call for another service call on my system and your company promptly came out and fixed it again. After further conversation with the service technician I wanted to talk with the factory representative about what was going on and see about getting a new system. I did not get the feeling after speaking with the equipment representative that I was going to get any help with this and feared that after my warranty was up in two years I would be stuck holding the bag.

On March 25<sup>th</sup> Joe Reupert called me at work and after a brief conversation about the history of problems with the system, he ensured myself that he would do everything in his power to make sure that I was taken care of. What happened next shocked me. A couple of days later he informed me that I would be receiving a new heat pump installed on my current system. If that wasn't enough, my part warranty would start over for the next ten years and I have the option to purchase an extended labor warranty.

I did not believe for one minute that I would have had this really happen for me. Reupert Heating and Air Conditioning is a company of honor and integrity and it is very clear eight years later that we made the right choice with your company. I would tell everyone that is considering getting a new system to use Reupert Heating. Thank you to the owners of you organization for being people that care more about their customer than their profits.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Jackson", with a long horizontal flourish extending to the right.

Jim Jackson