

June 1, 2010

To Prospective Clients of *Reupert Heating and Cooling*:

My wife and I own a 3-storey, fully renovated 6,000 sq. ft. (former) convent in Norwood OH. Two years ago, after considering different options for upgrading our heating (from the former gas boiler) *and* installing central air-conditioning (which we didn't have), we contracted with Joe Reupert and his team to do a large upgrade of our facility. Among other reasons, we chose Reupert because we felt like they were interested in preserving as much as possible the aesthetic integrity of our 123 year old convent.

Because of the size of the project and some challenging aspects to it, the work took longer than either we or Reupert expected — surprises come with life! — and the cost overruns were considerable, but Joe Reupert's company acted with integrity and absorbed the overruns at great cost to themselves. Furthermore, they stayed with the job until they got it right and met both our expectations and their promises. They were always very, very quick to respond!

The end result of their work is that we now have tandem, 3-phase variable speed heat pumps that hold their efficiency to 6 degrees fahrenheit. Other benefits are that we have individual controls in each and every room (which our guest absolutely love!), a quiet system, and greatly reduced energy bills. I should also add that the company's workers were very courteous and professional.

We are, consequently, happy to recommend *Reupert Heating and Cooling* to you if you're still in the deliberation phase.

Sincerely,

David Nixon  
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