



Date: 8 April 2010

Mr. Dave Perkins
Classic Air Conditioning Inc
3825 Julington Creek Road #1
Jacksonville, FL 32223
(904) 880-4511

Dear Dave:

I wanted to express to you what a pleasure it was to work with fine craftsmen such as yourself and Mark. In previous experiences working with various contractors for work on my home, I have become very cynical and disgruntled with what many these days consider to be professional workmanship. You and Mark have renewed my faith that there are still contractors that know the true meaning of professionalism, craftsmanship and customer service.

Of the eight contractors that provided estimates to replace the ducts of my HVAC system, you were the only ones that took the time to properly assess all of the issues I was having with my system. Taking my whole house into consideration as one system you designed a reasonable and affordable solution to meet both my comfort and efficiency needs.

Thanks to your expert knowledge of the industry, you designed a system to eliminate the problem of uneven heating and cooling throughout my split-level home utilizing Arzel zoning.

The system is operating magnificently! We have never experienced such airflow as we have since the installation of the new ducting and HVAC system, and the Arzel zoning system is really making a tremendous difference in our ability to adjust and control the temperatures in the sections of the house that we are using. I am really looking forward to seeing the system perform this summer as the temperatures begin to rise.

The attention you and Mark give to detail, your determination to go the extra mile, and willingness to explain each and every aspect of the job is unsurpassed. It is obvious that you believe in doing the job right and doing it right the first time. It is truly refreshing to work with people who know their business, show up on time, and do exactly what they say they will do.

Your competitors should be very concerned!

Sincerely,

Rich Polinsky