



Northern Kentucky
Chamber of Commerce

Friday, January 22, 2010

Mr. Don Jones
A & B Heating & Air Conditioning
5632 Commercial Square
Burlington, KY 41005

Dear Don:

I want to thank you for the professional advice you gave me. I was considering replacing both my furnace and air-conditioner unit and wanted to make the right decision. You were recommended to me by Traditions Golf Club and I called you because you are a Northern Kentucky Chamber member.

I trusted you instantly and appreciated the fact that you told me to keep my furnace and to only replace my air conditioner.

I did get three quotes and you were not my lowest bid. You were by far the best value! You and your crew went over and above the call of duty! I truly appreciate them rerouting my bathroom pipe to cut down on moisture. Thank you for moving my air unit away from my outdoor entertaining area! Thanks for arriving on time and leaving my basement spotless!

My previous HVAC company didn't do a good job with the sheet metal work on my furnace; they put duct tape to cover some holes. Your men reworked my furnace and it looks brand new and performs better!

I felt very confident going with the air-conditioning unit you recommend. It really made a difference last summer! Last, thank you for moving up the date for my furnace cleaning this year when I needed same-day service.

Don, please feel free to use my name if I can ever recommend your company!

Sincerely,

A handwritten signature in cursive script that reads "Susan Houghton".

Susan (Comisar) Houghton
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