

Arthur D'Atille
Art Plumbing and Air Conditioning
12438 Wiles Road
Coral Springs, FL 33076

Dear Arthur,

I wanted to take a few moments to write to you regarding some experiences I have had with you and your company. The first time I had the opportunity to do business with your company one of my AC units had failed and you were recommended by my wife's employer. The technician, Chris, arrived at my home when promised and after thoroughly assessing the situation made me aware that the unit in question required replacement. Chris was very professional and did an excellent job of explaining all of my options to me. A very expensive service call was made much less stressful due to Chris and his professional manner. In fact I was so confident in Chris and his trustworthiness I even provided a key to my home so he could perform the work while I was at work myself.

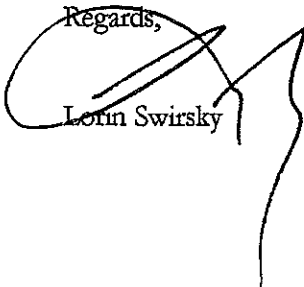
I have also used your plumbing services on several occasions and no matter what day of the week it was or time of day, the level of professionalism displayed by your employees has always been exemplary. In addition your office staff is always very friendly and accommodating and has always made a call for help into a pleasant experience.

The reason I have decided to write to you now is far more compelling than all of the above. As you know, recently we discovered that the replacement overflow drain pan installed in March under my new unit was pitched away from the drain pipe rather than towards it. To add to that is the fact that the unit is located in my guest bedroom and we do not go in there very often. When my wife walked in there a few weeks ago and was in a puddle of ice cold water we knew there was a major problem. Then we noticed that the walls surrounding the area and the carpet already began to have mold growing. We called your office at 9:00 PM that night and left a message but unfortunately it was somehow missed. The next day I called back and spoke to your staff on Friday and explained the situation. They arranged for Chris and another technician to come to my home first thing the following Monday morning, since I already had plans to be away that weekend. Chris showed up and they began to assess the situation. Upon seeing what had occurred he contacted you and I was very pleased to see that you came over personally as quickly as you could. After you made sure the repairs were being done properly you approached me and told me to expect a call within 15 minutes from your contractor to review the damages and that I would be contacted. Just as you promised, I received a call from Greg in 15 minutes and he was at my home that afternoon to review the damages. By the next day we were already making arrangements for Greg's crew to come to my home and affect the necessary repairs to all of the damaged areas at your expense. In addition, a dresser and nightstand that were in the water had also been damaged and you offered to replace them as well.

You and I have spoken on the phone since all this transpired, but I wanted to take a few minutes to write to you and thank you once again. What could have been not only a costly and stressful issue for me and my wife was alleviated because we were lucky enough to become customers of Art Plumbing and Air Conditioning. I know that this event has been costly in time and financially for you but the investment you made in your customers and in your integrity will not be forgotten. I can assure you that anytime I hear of someone needing A/C or Plumbing work I will not only tell them to call Art, I will give them the number.

You folks are perhaps one of the holdouts of a dying breed, a company that cares about their customers and will go to any length to make sure they know that. Thank you for being the best AC and Plumbing company around!!

Regards,


Lonin Swirsky