

**Gregg D'Attile**

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**From:** Ira Weinstein [iraw@shedrain.com]  
**Sent:** Thursday, June 23, 2005 7:22 PM  
**To:** gregg@artplumbingandac.com  
**Subject:** Web request from Contacts Page

Dear Gregg,

My name is Ira Weinstein and live in New York City. This is the reason why I am sending you this e-mail. I was in Ft. Lauderdale June 2 visiting my mother and learned she has had a terrible problem in her condo. She has been living with a flooded closet where her A/C unit is housed. She has had a maintenance contract with a company in Florida who was suppose to repair her A/C along with the rest of her appliances. Well Gregg they really gave my mother a hard time. Through a recommendation from a neighbor of hers I called Art plumbing and spoke to Laura who immediately had a service tech come to her home to look over the situation. We were met by Christopher Cerone and my mother was delighted to have met such a warm, caring and compassionate person. It was determined that the A/C system was shot and needed a new system. We chose the A/C system that would be suitable for her condo. Christopher's input also was beneficial in making the right decision. My mother was very happy that the timing for June 6<sup>th</sup> worked for Art A/C.

Christopher was promptly on time along with Matthew (in training). They worked very Hard and diligently through the heat and the rain storms but the job was done as promised. We also met Arthur who had been in and out through the course of the installation and especially at the end of the day bleeding the air lines. When it was all done and the cold air was flowing through my mothers condo she could not hold back the tears of joy. She could not believe the cold air she had which had been missing for quite some time.

In conclusion, I wanted you to know once again that you have a wonderful structured company with Tech's that give their 110% to people like my mother in her situation. Because of people like Christopher, Arthur, and young Matthew you have especially made an impact on my mother and myself. Your loyalty of honoring a commitment is very commendable.

With Warmest Regards,  
Ira Weinstein

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