

Back To New Heating and Cooling

6421 Homosassa Trail

Homosassa, Fl., 34448

Ladies and Gentlemen ;

FEB 13 REC'D

Raymond H. King

10300 N.W. 21 Street

Ocala, Fl., 34482

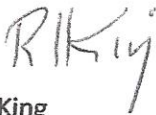
352-286-6700

Your company recently installed a new four-ton Nutone/Nordine heat pump to serve my residence. This was to replace a split-system unit of another major brand which was seventeen years old and no longer practically nor legally serviceable. I am favorably impressed by what you have provided and the manner in which it was planned and performed, including the financial arrangements. Your company has also been providing me with excellent contracted maintenance service for many years and I am likewise appreciative of that continued service. Based on my personal experience I would certainly recommend you to my friends, family and associates.

All service technicians of "Back to New" whom I have met have been excellent representatives of your firm operating here in central Florida. In that consideration I wish also to express my particular appreciation to the two "Back to New" refrigeration technicians who performed this residential installation service, Bobby Larner and Shawn Walburn. They were both technically skilled, exhibited resourcefulness and were courteous and friendly. I thanked them at the time of the installation and I hope that this letter might be used by you and by each of them for whatever beneficial personal reference they might sometime desire.

A copy of this letter of compliment with an attachment showing proof of that installation service is being sent to the Better Business Bureau of Central Florida, Longwood, Florida.

Sincerely,



RHKing

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(Advanced Mechanical Engineer, Eastman Chemical Co., industrial HVACR and utilities designer, published in ASHRAE/ AMCA International, 1996 ; Retired)

CC: Better Business Bureau of Central Florida