

To Jeff Cox,

Last week I returned home from a grocery shopping trip, to find my carbon monoxide monitor beeping. I called your company, who had previously installed my furnace. They had Brock Pickett come out immediately. He checked the monitor and asked me to open the doors and windows. I must have hesitated, I'm sure, because he ran to each bedroom and opened the windows, came back and told me to stand by the open door. He went out and checked the furnace and lines coming into the house, turned the furnace off, came back in, rechecked his gauge, then shut the windows, making sure they were locked again. He then called your company and had service men come out and pull the defective furnace. They were here expeditiously. Mike and Cody worked overtime to help this person stay warm and comfortable throughout the night. All of them were kind, courteous and professional.

You have an awesome crew. Please extend my heartfelt thanks to all of them, including the woman on the phone. She was so thorough, calling several times to assure me they were on their way, to make sure they were here, that I was alright, and simply being so thoughtful. All of them are very special people.

Thanks for having a wonderful company, that does what is expected, but seldom happens.

Have a great holiday.

Sincerely,

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