

July 21, 2009

Wayne Van Cleave, Owner
Quality Heating and Cooling Co.
11225 W. President Dr.
Boise, Idaho 83717

Re: Purchase and Installation of HVAC System

Dear Mr. Van Cleave:

This letter is a follow-up to my call to you on May 28, 2009 expressing my husband's and my appreciation for the great service we received from your company.

We are especially grateful for the professionalism and expertise of Kevin Pratley, Comfort Consultant, and Shane Hoskins, Installation Manager.

As I indicated to you in our phone call, my husband and I met with a number of different vendors with competing bids. Kevin was the most thorough and detailed oriented of all the representatives we met. He patiently explained everything and was honest in his dealings with us. You might say that Kevin is the one who is responsible for 'getting Quality in the door'. From that point, Shane was the ultimate 'can do' professional. To this day, if we have questions, we call Shane and he is most helpful. From the outset, Shane inspired confidence. My husband and I were grateful that he is the kind of individual who does not take short cuts and who does not say no to an idea without giving the idea 100% of his attention.

We are very happy with our new HVAC system and Kevin and Shane deserve the most credit for being the professionals they are.

Sincerely,



Mary Feeny and Charles Burridge

cc: Kevin Pratley
Shane Hoskins