

September 1, 2004

Mr. Jeffrey Brower
Brower Mechanical Inc.

Dear Mr. Brower,

Just wanted to let you know that as a consumer I was very pleased with the efficient, professional and courteous members of your staff.

Mark Ross, Sales Manager was very knowledgeable about the Trane Product, answered all my questions and was very courteous, not pushy, nor condescending.

Pete and Drew, the 2 installers were prompt, arriving at 8:00 am and worked diligently to install my new heat and air system. Both were very courteous, everything was done with little fuss and muss. They worked very hard, especially muscling that old unit into their truck with all the various pieces and parts.

I most certainly appreciated that fact that your scheduler coordinated with my roofer so everything went smoothly.

Today, I had final inspection and everything passed, my check is in the mail, really.

I would recommend Brower Mechanical to anyone without reservation. Thank you.

Sincerely,

Ruby Trinidad

