

RE: Equipment Replacement

To Whom It May Concern,

We had the same air conditioning system since we built our home in 1993. When our Trane system went out after 15 years, we were fortunate that it was a mild weather time. We had the luxury of being able to shop around during nice weather, that is, we weren't forced to make a quick decision just to get cool air in the house.

Our search included a number of local companies, as well as countless online searches to understand the features of different systems, so we could become informed consumers. We really appreciated the time that Joe Day spent with us during the sales process. His expertise, friendliness, and willingness to take time to understand our needs really made a tremendous difference for us.

Overall, we were impressed with the combination of understanding our needs, professional installation, and post-sale follow-up provided by Ace Air.

Sincerely,

A handwritten signature in cursive script, appearing to read "Karen Schumann".

Karen and Herb Schumann