

Outer Banks Heating & Cooling  
P.O. Box 1415  
Nags Head, N.C. 27959

August 27, 2007

To whom this may concern:

On August 17<sup>th</sup>, 2007, I called your company around 2 p.m., to beg for some help. My wife and I had friends at our cottage and the air conditioner decided it was time to not work. It WAS old and on its last leg so to speak anyway. We live in Richmond, VA. When our friends called and let us know the air conditioner would not work, I thought, OH GREAT, where will I ever find someone to fix this on a Friday afternoon. I was discussing the problems with the guests, check the circuit breaker, etc., and was having them look in the telephone book for possible people to call when my wife remembered we had had dealings with Outer Banks Heating and Cooling during the twelve years we've owned the cottage. I had the friends give me the number and thought O K here we go. So I called and Mitch answered the phone. I gave him my name and said "I guess you have heard this one before ( I have an EMERGENCY)." He chuckled and said "Yes I have heard that one several times (jokingly thank goodness)." I explained the situation and the problem with the unit as best I could. He told me he would have someone check it out ASAP. I felt a little relieved having just unloaded the problem, however imagine my surprise when Mark called me back within two hours with a solution. I knew I had called the right people at that point. Especially when he told me he had diagnosed the problem; I really did not like the diagnosis, but he DID diagnose it and called me back with a solution within three hours. I needed a NEW heat pump, wow, talk about a surprise. He stated he could get the guests air conditioning by Saturday afternoon. I could not believe it so I had him repeat it again. He probably thought, OH BOY, I got another one. He rigged it up somehow and in fact got our friends comfortable for the remainder of the weekend. WHEW..... Mark also worked with me over the phone describing what he had found wrong with the unit, as well as, the equipment in the attic. Hind site says it would have been easier for Mark to tell me what he found RIGHT in the attic. Mark called me back from his truck sitting in my driveway with the estimate and said he would fix/replace/repair everything needed to bring the equipment up to code. Much appreciated the extra effort Mark.

It has been a very long time since I encountered such professionals who knew how to handle what could have been a really stressful situation for me and my friends. Mitch and Mark along with their team members are to be commended for handling me, my friends, and this situation as efficiently and effectively as they did. From the beginning and throughout the entire process I did not have anything but confidence in this group. You can believe I will post an Outer Banks Heating and Cooling business card in our cottage. I doubt I would ever need to call another company for repairs in the future as long as I receive the service, respect, and the understanding our friends and we received during this crisis. THANK YOU for everything and God bless.

Charles and Barbara Gayle

*B. Charles Gayle*  
*Barbara J. Gayle*