

1/14/08

Melody Hill
Office Manager
Outer Banks Heating & Cooling
Nags Head, NC 27959

Dear Ms. Hill:

I am writing to express our complete satisfaction with last week's replacement of the aging heat pump and air handler at our Kill Devil Hills cottage. From the initial consultation and estimate visit by Brian McDonald to the job's completion late last week, everything promised appears to have been delivered as specified in the sales contract. In fact, Outer Banks Heating & Cooling went beyond the contracted services when last Friday when I happened to be at Baywood Cottage, two service technicians arrived to removed some old ductwork from the attic that were part of a system pre-dating the one that was replaced. If I hadn't been there to see it done I probably would never had known about the old ductwork's existence or its removal. While other contractors would no doubt have left that old ductwork in the attic, its removal by Outer Banks Heating & Cooling speaks volumes about your commitment to customer service and satisfaction.

I recommend Outer Banks Heating & Cooling *without reservation* for any heating and air conditioning work that your future customers may want completed. Mrs. Wood was especially appreciative of finding the cottage just as clean after the work was done as it was before the work began. Please tell Mr. McDonald that he may use my idea about sealing the heat pump stand's feet at ground contact with gardener's pruning sealer as his own. Perhaps in retirement I will build and market industrial strength heat pump stands like the one that I built for the Baywood Cottage project.

Sincerely,



Allen W. Wood

c


Baywood Cottage file