



5/4/2010 12:00 PM

**From:** Steve & Deanna Horn

**To:** Joe Johnson

**Phone:** 798-3807

**Fax:** 5089100

**Company Name:** Rebel Refrigeration

**Comments:**

Dear Joe,

We're been Rebel customers for the past five years. Your techs have been here every spring and fall during that time to check and tune up our air conditioning and heating systems for the upcoming summer and winter seasons. They have always been courteous and competent. About two years ago when our system was eight years old we called Rebel to see if we should replace our system at that time. Your receptionist put us through to you and we had a pleasant conversation as to the merits of replacing the system or not. You asked a number of questions about how the system was operating and we told you that at the moment it seemed fine. You said that in your opinion we did not need a new system at that time and that we should wait until the system gave some indication of needing to be replaced. We thought if was incredibly honest of someone who makes much of his living selling systems to be so honest and forthright about not needing a new system NOW.

A month ago we decided that we now needed a new system and so rather than call many dealers to compare prices and systems we called you personally. You came up with a nice system from YORK at a sale price that met our needs perfectly. On top of that you came out to our house with a tech and spent time measuring everything including our attic where part of the system has to go. A few days later your crew arrived and did a fine job installing the system and cleaning up after themselves. They were extremely pleasant and professional. The next day you contacted us to make sure everything was fine.

It's a pleasure doing business with you and your company and we can and do recommend REBEL to others who need good A/C and heater service and products.

Thanks and Good Luck,

Steven and Deanna Horn