

From: Ron ()
To: joej@rebelrefrigeration.com
Date: Saturday, May 16, 2009 2:03:06 PM
Subject: happy customer

Joe:

On approx. 5/03/09, I e-mailed you (cold turkey from your website) and requested that you call me before I committed myself to making an appointment with your company. I wanted you to know how disgusted I was with so many rip off and scam artists that have been to my house for various "fix-it" jobs over the past few years. You assured me this would not be the case with "Rebel". I figured it would be a few days before you would call, if at all.

Within an hour of my e-mail, my phone rang and there you were. I told you what my a/c problems were and explained my disgust with another a/c company that was at my house about two weeks earlier.

Their spiel consisted of high pressure sales tactics and attempting to sell me things I KNEW I didn't need. They wanted to install two new air handlers and replace one of my two outside heat pumps. The pumps are only five years old. I knew my handlers were fine but, I thought I may have to replace the drip pans because rusty condensation was coming out of the pipe that extends outside the house. By the way, the rusty water was the only problem I had when I called them and you. The a/c was working fine. It was at this point I knew they were attempting to scam me.

I realize this is getting long so, I'll get to the point. On 05-06-09, your technician, Tony, spent some time evaluating and fixing my problem with the rusty water. He said my pans were dirty with debris but they did not need to be replaced. He re-ran the drain lines to flow through the primary drain and cleaned the pans. Now, when we reach high humidity, the now clean water will exit through the ground level pipe and not from the one upstairs that was leaving rust scum on the side of the house and roof tiles.

It was a pleasure writing your check for the fair price of \$325.00. A neighbor of mine, who is somewhat knowledgeable with a/c units, told me to expect to pay between \$300-400 if there are no major problems. This was before I called you and the other company. Looks like he knew what he was talking about.

I will never consider calling anyone else but "Rebel" for any future a/c needs. I will also be sure to recommend you to anyone I come across that's seeking an honest and fair cost a/c/ company. I want to thank you, Tony and your courteous staff that answered my phone calls. It's no wonder you folks have a AAA+ rating with the BBB.

Your new customer,
Ron M
Service order #40347