

DRS. LAWRENCE AND LYNN LEVINE
P. O. Box 361
Cherry Hill, NJ 08003

October 21, 2020

Filan Conner
154 Cooper Rd., Suite 503
West Berlin, NJ 08091

To: Management and Staff:

We would like to commend and thank everyone involved in our recent installation of a new furnace and air conditioner, with seasonal maintenance of our entire multi-zone system. From the outset, your manager Tony Richardson was very thorough in visiting our home and assessing our needs. We found that the estimate was complete and fair in pricing. In addition, Tony noted other details of our existing system that he wanted to address during the new installation, which was impressive. The administrative support provided by Jennifer Regn was also much appreciated. She has answered all our questions and provided documents efficiently and is overseeing the Cherry Hill permit and rebate process. If Jen doesn't have an immediate answer, I have found that she obtains it promptly!

On the day of install, October 14, 2020, Nick and the technicians Anthony, Matt, and Butch arrived and were compliant with the Covid 19 restrictions. They wore masks and booties and were very careful in protecting our floors. The install went without a hitch and Nick explained various things to me at the beginning and end of the installation. In addition to the seasonal maintenance that Butch performed on all our units, the team leveled our outside condensers, which was much needed. At the end of the day, Nick made sure that everything was left in neat and clean condition.

Following the installation, Tony returned for a site visit on October 20. He has noted a few items that will be addressed next week. Again, we are so impressed with the completeness of the follow-up.

As a result of this successful installation, we are ready now to proceed with updates on the rest of our system. Tony has furnished us with the estimates for two more furnace/AC systems, and we will move forward. We have already recommended Filan Conner to our friends and will be happy to continue to do so.

Best regards,

Drs. Larry and Lynn Levine