

From: dperkins@classicair.biz
Subject: Testimonial from the Habr's]
Date: Fri, August 19, 2011 11:38 am
To: dperkins@classicair.biz

----- Original Message -----
Subject: Testimonial from the Habr's
From: "Katherine \"Katie\" Habr"
Date: Mon, July 11, 2011 12:08 pm
To: sales@classicheatingandair.com

Hi Mark.

I wrote a quick testimonial write up for you to add to your website. Pat said it is too long, but I felt it got the point across. So, please feel free to edit if it is too long to post or just let me know and I can write a shorter version.

Thanks again for your service last week as well as the discount you provided.

Have a great day and if you need anything further from me regarding my testimonial, just let me know.

Katie and Pat Habr

960 N. Lilac Loop

Jax, FL 32259

Mark,

We wanted to take a minute to let you know how happy we have been with your service on multiple occasions. Last year our AC stopped working on Memorial Day weekend, so we randomly picked a name out of the phone book to help us in our emergency. And boy did we luck out that we picked Classic Heating and Air. Looking out for our best needs was your priority. You took the time to explain every detail, answer our questions and make us feel comfortable with our decision.

This year, I mistakenly chose a \$39.95 maintenance tune-up from another company that had a coupon in the Mint Magazine. I looked solely at price because we had many parts replaced in our unit last year. I basically wanted peace of mind that my unit was running properly and to ensure the Freon was full. When the other company was here they checked a few things and poured a cup of water down the drain to flush the system and called it a day. Well not 2 weeks after their visit, our air stopped working completely. Of course we called Mark right away because of his

outstanding and trustworthy service last year. He came to our house a few hours later and determined our drain was clogged which backed up our system therefore causing our thermostat to go out and a part on the outside unit to blow. All I can say is, if called Mark to begin with for our tune-up (though a little pricier) it would have saved me much more money in the long run. They do a full inspection and cleaning on your system to verify your system is good to go. Not like the other company that poured a cup of water down the drain and never even checked the outside to make sure it was not clogged.

I highly recommend Classic for a maintenance tune-up, servicing or full system replacement. They are very trustworthy and are truly dedicated to making sure their customer is 100% satisfied. When Mark says they do business the old school way - he means it. They are not just out to make a buck by selling you the most elaborate system on the market. They take the time to answer all questions and ensure you are aware of all possible options and work with you to decide what is best for your home and situation. It is nice to know you have air condition professionals you can trust.

Pat and Katie H.

Attachments:

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