

Air Authority Heating & Air Conditioning, Inc.
654 Reading Rd
Mason, OH 45040-1561

Dear Dan,

Thank you for the **great service** in replacing the faulty valve on our heat pump. When I called on Sunday, I expected to leave a message with an answering service... I didn't expect somebody to come out to the house right away on a Sunday. I also didn't expect the entire heat pump to still be covered under a warranty after 2 ½ years!

was great to explain what the problem was and how he fixed it.

Please use me if anybody asks you for a referral.

Thanks again!

A handwritten signature in cursive script, appearing to read "Eric".