

29 April 2011

Mr. Bill Morse, Plumbing Service Manager

Yavapai Plumbing and Heating, LLC

5860 N. Fulton Drive

Prescott Valley, AZ 86314

Dear Bill,

This letter is to express my appreciation to all of the staff at Yavapai Plumbing and Heating for excellence in installing a new Nortiz Tankless Water Heater and Easy Water water conditioner at our home. It wasn't an easy job, but it was done right and that is most important.

As you will recall, you folks recommended a 25 gallon high-tech water heater that maintains 180 deg. F water temperature in the tank, and uses a mixing valve to control the temperature to the house by diluting with cold water. This is a high efficiency unit and also high capacity. After a great installation we discovered that, regretfully, the delivery capacity of this unit was not enough to fill up our big Jacuzzi bathtub in the master bath at a reasonable rate. We had never been able to use this bathtub previously with our conventional 50 gallon water heater and were looking forward to finally having a useable bathtub. So, what was done? You folks pulled out the entire new installation and gave us a full credit! You were determined to do the job right!

Then, we put in a Noritz tankless unit that delivers hot water at an even greater rate. It was more expensive, but that was secondary to getting a good, fully satisfactory installation. I always consider that the cost is soon forgotten, but a bad job is never forgotten regardless of cost. In this case, every day that we use our new water heater we are very pleased with the purchase, but if we had the wrong equipment we would have had a daily reminder that the installation was not right.

The first night that you folks got the Noritz Tankless unit up and running, I tried out that big 160 gallon Jacuzzi tub. The hot water just kept coming and coming until we had a full tub and could take a bath in this tub for the first time in the 15 years that we have owned our home. It was great! And the installation of the equipment was totally professional.

Please convey our thanks to all the staff at Yavapai Plumbing and Heating for understanding the importance of "doing it right" and that the job is not done until the customer is fully satisfied. Your staff understands that "we earn our future business by what we do today". In our case, I had no reluctance to sign up for a maintenance contract on our forced air heating and air conditioning equipment. You earned it.

Best Regards,

John K. Thorne

1405 Overview Drive

Prescott, AZ 86305

A handwritten signature in black ink, appearing to read "John K. Thorne". The signature is fluid and cursive, with a long horizontal stroke extending to the right.