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Yavaipai Plumbing and Heating, LLC
5860 N. Fulton Drive
Prescott Valley, AZ 86314

February 14, 2016

Dear Mr. Rushton

We recently had a new heating and cooling system installed in our home. When we say new, we mean everything, all new duct work that was modernized, new gas pack/ac roof unit with all the necessary protective devices in case of power outage, filter for removing odors and germs from the air, a humid-a-mist system for regulating humidity, special electrically charged return air filters to collect dirt and partials from the air and a new thermostat that regulates the system. We may have missed something but these were the essentials.

From the very beginning when we met Dennis and Art it was a pleasant experience. They inspected our system and duct work and explained how our system was laid out. These men really knew what they were talking about. They educated us on how moving air through a house was essential for better health and safety. It was explained thoroughly and all details were laid out completely. They suggested what we would need to upgrade our system and how much it would cost. It was the best presentation we had ever had regarding any upgrade to any house we have ever lived in.

When Shane and Robert arrived to extract the old duct work and install the new duct system, they arrived at the designated time and were friendly, polite and accommodating. These men worked steadily for several hours taking out the old system. When we had questions, they answered them without hesitation. Cesar joined them sometime during the afternoon and worked on the system as well. Since Cesar was the job foreman, he was up in the attic making sure all plans for the new duct system were laid out perfectly. The men worked like a team and worked well together. They quickly began installing the new duct system as soon as the old system was removed and finished the install of the new system, including hooking up our old unit so we would have heat for the evening and morning.

The following day, Shane, Jeffery and Cesar arrived to remove the old roof top unit. When the crane arrived, they placed the new unit on the stand and went to work. Setting the new unit up with additional items, such as the humid-a-mist, took the entire day. Jeffery cleaned the duct system thoroughly and installed the return filters while Shane and Cesar finished installing all the necessary items on the unit. It was after 6 pm when Cesar demonstrated how to use the thermostat. All areas of work were cleaned up and you would not have known two days of work had even taken place.

We cannot say enough about the excellent treatment we have received from the Yavapai Heating and Plumbing Company. This includes Laura in the office, who may be the first line of

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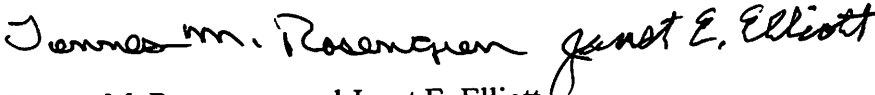
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communication. Every person we encountered was attentive, listened and communicated with us in an exceptional manner. The work was done with no problems and on time. Cesar did an exceptional job of bringing it all together on site and each person did their part in a conscientious manner. We can recommend your company without reservations.

Sincerely,


Tennes M. Rosengren and Janet E. Elliott.

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