

1329 Avondale Way

Tallahassee, FL 32317

September 8, 2016

Mr. Tony Cooper

Jerry Cooper Heating and Air Conditioning

403 Whigham Dairy Rd.

Bainbridge, GA 39817

Dear Mr. Cooper:

Late in the afternoon of Labor Day I called your office to report a problem with the air conditioner at a house I own on Flat Creek Road in Chattahoochee. I spoke with Shannon who said she could have a repairman come to our house the following afternoon to investigate our problem with the condensate line. This was not convenient with me so we arranged for a man to come on Wednesday afternoon. Since the house in Chattahoochee is a rental house and I live in Tallahassee, she said she would have the repairman call me when he was on his way to Chattahoochee to allow me time to drive to the house. This arrangement worked perfectly, as Chris Hysmith called me just in time for me to get to our house.

He had never been to our house before but when he arrived he had already reviewed details of the work that your company had done on the 2 prior visits to keep our 30 year old Magic Chef heat pump working. He was very professional and knowledgeable even though I doubt he had worked on a heat pump that may have been about as old as he is! He must have gone from the inside unit to the outside compressor ten times and each time remembered to put some protective covering over his work shoes. When he was finished he tested the unit to make sure the condensate line was working properly, but after about 10 minutes he discovered a tiny leak in the pan under the inside condenser. I had nothing out there to repair it, but he had some sort of sealant in his truck that he willingly offered to use. Then we tested it again, all seemed well. By this time it was about 5:00 pm and he mentioned that he still had another call to go to in Tallahassee. Just as he was about to pull out of our driveway, I noticed that the compressor shut itself off before the temperature in the house reached where the thermostat was set. I was able to call to him and he turned around and determined that the unit now needed a part to hard start it. Instead of being at all annoyed at being called back, and further delaying his late/last call, he patiently diagnosed the problem, fixed it, and waited again to see that the unit worked properly.

Mr. Cooper, I firmly believe that this employee is a great asset to your company and I would welcome him to come back to our house anytime we need repairs. Perhaps more importantly, his performance makes me want to recommend your company to anyone I hear might need repairs to their air conditioning or heating systems.

Sincerely,



John Canetta