

TRIPLE "T" Heating & Cooling



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SHEET METAL WORK

HEATING & COOLING

GAS FIREPLACES

Heat Exchanger Experts

October 13, 2005

Dear Ellis and Julie,

Thank you for the expert training you provided to our staff on several occasions. Prior to receiving this training, we felt comfortable inspecting and tuning up furnaces. After your training I was very concerned we may have unintentionally given some furnaces a clean bill of health. This is the same concern I hear from most service technicians after receiving your training.

Our company was asked by the Consumer Services in Utah, to do a heating tune up for a person with a low-income situation. They were preparing a press release on why it is important to have your furnace serviced yearly. During our inspection and service we identified eight cracks in the heat exchangers.

They considered not running the press release, thinking it would cause panic. After explaining that sometimes this is what happens and confirmed a serious reason to have your heating system serviced on a regular basis. They agreed and did a press release with newspaper and TV.

Our company takes the safety of our clients seriously, Ellis your training helps us sleep better at night, knowing we are doing the right thing.

Take care, and I wish the best for you and your family,

Brad Tanner

A handwritten signature in black ink that reads "Brad Tanner".

President / Triple T Heating and Cooling

"Come see our new Showroom of Gas Fireplaces and Patio Products"