

11/2/2010

Dean Upson
1099 Buckley Highway
Union, CT 06076

Fox Heating Service
Stafford Springs, CT 06076

Dear Mark,

I would like to thank you for the fine job that you and your technicians did in our home last week. Dean, Dave and Mike were friendly, courteous and professional in their work. They invited our questions, suggestions and comments and were as inconspicuous as possible for the four days that they were in our home. They took pride in their work and cleaned up after themselves every day. We miss having them around!

I would also like to comment on the Trane XL20i Air conditioning unit and the Geysler heat pump that were installed:

The a/c unit is so quiet that I had to put my hands by the register to believe that it was on and the compressor/condenser unit outside is also very quiet and as good looking as an outside unit can be.

The heat pump also works "as advertised" and will provide the hot water, dehumidification and cooling for our basement room.

My only regret is that we did not have this equipment installed for this miserable summer and we really have not had the pleasure of enjoying the fruits of your labors.

Please feel free to consider this an endorsement of your service and we look forward to doing more business with you in the future.

Sincerely,

Dean Upson

Cc: Dean, Dave, Mike