

March 11, 2011

Josh Pennington
COLONIAL HEATING & COOLING
464 North Main Street
Plymouth, Michigan 48170

Mr. Pennington:

We have enjoyed a year of trouble-free service by the new Lochinvar boiler system installed by Matt Hogin and his assistant from Colonial Heating and Cooling. Your service technician has just finished the annual inspection, visiting here at the time promised and answering completely and clearly the several general questions I had on the unit as well as offering some worthwhile observations on specific features of the installation.

We were extremely pleased with the most prompt and extremely clean installation that Colonial did for us on a Saturday in the midst of last winter's heating season. Matt and his coworker were very courteous and helpful in describing what was going on at all stages of the installation and in showing us the shortcomings of the old system which were to be corrected with new materials and technology. They left the work site in our basement in far better condition than they found it.

We also appreciate the prompt attention given to correcting our confusion over the payment plan and to addressing the minor punch list items from the building inspector.

We are grateful for the worry-free experience provided us by Colonial in this urgently required major household project and look forward to many years of excellent service not only from the Lochinvar heating system but also from the technicians of Colonial Heating and Cooling.

Sincerely,



Craig Reynolds

Clinton Township, Michigan 48036