

Watkinsville, Georgia 30677
August 5, 2010

Stanfield Air Systems
1130 Mitchell Bridge Road
Athens, Georgia 30606

Dear Ladies:

I'm writing to tell you how very much my husband and I appreciate the truly outstanding service and attention to detail that your staff provided during the recent installation of a new Lennox heat pump. Not only did you check the interior of our home and crawl space to ensure proper installation, you also provided us with a temporary unit so that my infant grandson wouldn't be over heated while our daughter was visiting with him.

We are so impressed with your staff members' expertise and the quality of their service work.

Our thanks for a job well done.

Sincerely,

A handwritten signature in black ink that reads "Joy D'Agostino". The signature is written in a cursive style with some loops and flourishes.

Joy D'Agostino

Enclosure/check