

August 29, 2002

Ms. Rhonda Beck
Mr. Jim Spencer
RJS Heating and Air, Inc.
PO Box 10129
Wilmington, NC 28404

Subject: Thanks for a Good Job

References: (1) RJS Invoice # 26754
(2) RJS Invoice # 26744

Dear Rhonda and Jim,

In the last days of July, when Wilmington's heat indices were 105-110 degrees, the recirculation blower in our air conditioning unit failed, and we were without any cooling in our house. Solving our problem involved system troubleshooting, parts locating/ordering/receipt/ installation, and system restarting. Thanks to the efforts of some of you and your employees (Rhonda, Debbie, Kevin, others?), RJS had the system back in operation as fast as possible. Of course we wanted an immediate, low cost fix like everyone always wants, but I understand why that was not possible.

Although all this happened a month ago, I hope it's not too late to express our family's appreciation for the concern RJS people had for us and for the expeditious manner in which our problem was resolved. Please let the people involved know that they have our respect and appreciation.

Thanks belatedly for a job well-done.



Steve D.