

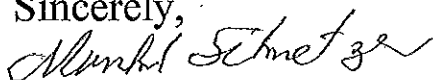
Frank Boeckermann
Sales Engineer
JONLE HEATING-COOLING
4117 Bridgetown Road
Cincinnati, OH 45211-4503

February 4, 2010

Dear Frank,

Your quick response and excellent presentation to our request for a quotation to replace our heating and air conditioning system results in a go-ahead as you outlined ! From your talk and the brochure we could tell that we are getting an excellent, energy efficient system. When mentioning this to our youngest son, Marc, who has a business in Morrow, Ohio that lacks central heating, he said that he would like all the components you remove from our residence. Please remove them carefully and store them in our garage until he picks them up. For your installation we have two time periods when we are out of town: Feb. 22 to 26 and April 5 to 14. Even though our daughter Doris may be at home, we too want to be here when your crew shows up. In consideration of placing this order with you we are asking for a "Carrier" Air Conditioner cover free of charge.

Sincerely,



Manfred & Regina Schnetzer