

September 13, 2010

JONLE Heating and Cooling
4117 Bridgetown Road
Cincinnati, OH 45211

Gentlemen:

On September 3, 2010, a serviceman representing JONLE serviced the furnace lines, the second visit since January 1, 2010; the first being a servicing of the air conditioning. You may recall that your firm replaced the Rheem system with a Carrier.

I appreciate your providing both service calls without charge. I am a satisfied customer and would recommend JONLE to others.

Thank you again for your consideration in installing the Carrier system in such a timely manner.

Sincerely,

Margaret R. Thomas

P.S. Both service men were extremely considerate and helpful. Please thank them also!

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