

TO: Jonle Heating and Cooling  
4117 Bridgetown Road  
Cincinnati, OH 45211-4503

12 November 2012

RE: New Installation

I recently had a new furnace and heat pump installed October 2012. I wanted to let Jonle Heating and Cooling of my experience with the entire process.

Frank Broeckermann came to my home to do an estimate. I was very pleased by his knowledge of and expertise of my existing unit. Mr. Broeckermann explained to me what the existing problems were and what needed to be done. I was very impressed by the fact that Mr. Broeckermann actually took measurements of my house regarding the capacity that I would need. A previous heating and cooling company just came in and said I needed a new unit without any measurements and what size unit I would need or really bother to explain anything. Naturally I had did my research on electric furnaces and what the installer should do, and it stated in my research things the installer should know and do. Mr. Broeckermann did all of those things that should be done without my asking will he do certain things related to a new unit. I also checked with other service installers that install for the military (since I am in the military) and had gotten their opinions on the top brands related to service and efficiency. Carrier was always at the top of the list. When the city came to inspect the unit, the first thing that was said is that I have "top of the line", "the best there is!" Mr. Broeckermann's team, Jim and Rob were very professional being very careful not to damage any household items, careful not to track any dirt inside by putting on shoe coverings and laying down floor coverings. I was a handbook on my new furnace and heat pump, who I contact if any problems arise, and about the warranty.

I highly recommend Jonle Heating and Cooling to anyone who needs a new furnace or heat pump or both which I have already done so.

My new unit and heat pump is beautiful and works extremely well. I have received my energy bill and have noticed a difference in efficiency for the better.

Thank you Jonle Heating and Cooling

  
Sabrina Koddy