



2400 SW 145<sup>th</sup> Avenue  
Alcatel-Lucent Building  
Miramar, FL 33027  
954/885-2113 (ofc)  
954/885-3846 (fax)

March 12, 2010

Mr. Phil London  
Mr. Doug Daniels  
Thermal Concepts  
2201 College Avenue  
Davie, FL 33317

Phil & Doug:

I wanted to take a second to convey my appreciation.

When the cooling tower / heat exchanger project was in the planning stages, because of the scope of work, I was quite concerned about the tenant's comfort. My obligation is to provide a stress and noise free environment so their companies can continue to flourish and their workers are not interrupted by building projects, regardless of the scope of the project. I was concerned about the usual stuff -- noise from drilling, vibrations, and about work crews accessing the roof using tenant spaces (the only way to access the roof). Conversely, I was concerned about the work crew's comfort in that I did not want them to have to take the stairs up and down from the 1st floor, or impede their work progress by excessively limiting what type of work could be done during business hours. I was concerned about the equipment sitting in the parking lot prior to work commencement and having that parking area blocked off and the safety of the equipment. I was forced to place a few limitations on the type of work that could not be done during business hours and coordinated as much as I could with the tenants, and hoped for the best.

In mid-February, the work began first in the parking lot and included preliminary rooftop work, and the project is now nearing completion. I have received not one complaint from any building tenant on this project. I have received many compliments on the level of professionalism the crew displayed. Tenants have told me that when they addressed any member of the crew, their answers always included a "yes sir / no sir", the work space they use to access the roof has been kept clean with no damage to walls or carpet. As much as I have bugged these guys with questions and details of project that I know interfered with their work, they have never been dismissive or impatient in their answers. Tenants have commented on how hard the guys worked on the project, that they never stopped working, they worked well together, they covered each other and helped each other out, and appeared to be doing a very thorough job (which they have done) - I can only concur on all counts. Again, with all the commotion on the roof, the parking lot, etc., there has not been one noise or any other complaint.

I am extremely glad Thermal was selected for this work. I am very happy with Thermal's mechanical and controls support and appreciate and rely on Phil's oversight and problem solving ability on day to day HVAC functions. The experience with this project and Doug Daniel's crew has been, so to speak, the icing on the cake. I am looking forward to a continued successful business relationship with your company!

Sincerely,

A handwritten signature in black ink, appearing to read "Barbara Samuel", written over a light blue horizontal line.

Barbara Samuel  
Property Manager