



IRG

Industrial Realty Group, LLC

Dear Jon Feldkamp,

This letter is to express our extreme satisfaction with the new Carrier HVAC system installed in our home, and our appreciation for two of your employees who showed extraordinary knowledge and commitment to assure our new system was installed properly, functioned perfectly, and that all aspects of the installation were to our satisfaction.

Andy Brafford was my first contact on this project, and Andy was not only knowledgeable and professional in reviewing our home needs, he was friendly and patient with us explaining what he suggested installing, the reasoning behind what he was recommending, and the amount of time to accomplish the work. When the deal was finalized, Andy then was part of the installation team, making sure all the new components were installed properly, he showed his 'hand's on' background by personally installing a large part of the new system. I truly appreciated and respect Andy's knowledge and ability and it was well represented in the full scope of work he provided.

As we decided to upgrade our duct work for better sound control, Jim King was sent to our home a few weeks later, and installed several feet of duct work with internal sound reducing material in it. Mr. King is one of your installers and based on the work he did, and the attention to detail he exhibited, you should be having no 're-calls' for any work he does during new installations. He brought some pre-fab duct sections with him, modified and made several small pieces on site, and when done, our system was so quiet, we had to make a special effort to stop and listen for air flow in the house to determine if the system was running! Jim's attention to details and commitment to assuring all the new pieces fit properly and were sealed was exemplary and he certainly improved our system.

We must thank you for sending such highly skilled and professional people to our home for this work, and congratulate you for finding and employing people of this caliber. Should you decide to expand your home HVAC services, please feel free to refer to us as very happy customers – you will be highly recommended by us.

– Doug Brucker, Site Operations Manager