

Beric Erwood

From:

Sent:

To: Al Zacher

Subject: Erwood Air Inc.

Hello Al - I hope you are doing well.

This letter is long overdue but I want to take a moment and write to you about my experience with your dealer Erwood Air Inc. / Beric Erwood and the work that was completed at my home January 11, 2007.

First I have to express my congratulation to you for having a dealer like Erwood Air representing your company and product Water Furnace. I had began to loose faith in the process and certainly the product Water Furnace but I must tell you that due to Beric's hard work and knowledge he has proven to us that there are people / dealers with integrity. He has certainly done justice to Water Furnace.

The work that was done by Beric and his team is unbelievable - he took control of the project from start to finish. He did not want to sell us just a unit - He wanted and accomplished in selling us a unit, his knowledge and understanding of the installation process and what needed to be done for a successful operation.

My husband and I are extremely grateful to have found Erwood Air - we relied on Beric's expertise to make this a total success.

We owe our deepest gratitude to Beric for taking the time and initiative to advise us and personally see this project through to completion without leaving anything undone. He has since placed two calls to just check on the status - That is excellent service!!

I would again purchase a Water Furnace with one conditions - It is installed by Erwood Air.

Thank you Al for your time in our previous chats - Have a good day,
