



Serving the needs of individuals & small businesses since 1994
109 Sable Trace Lane Acworth, GA 30102 Office/Fax (678)574-8421

May 12, 2015

AccuAir Heating & Cooling, Inc.
6175 Hickory Flat Hwy, Ste 100-341
Canton, GA 30115
Attn; Bob Stone

A couple of months ago we experienced a problem with our HVAC unit at our house. Since we have a home warranty I contacted the company to have someone come to diagnose and repair the problem at our co pay.

It took a week to have someone stop by as the 1st company was very unprofessional and the second took their time. I was told that we had a bad damper in our 3 zone system which means that instead being able to control the area that needs to be heated or cooled the whole house would be on, very inefficient use of the system. I was told that the damper is not covered under the warranty and what the cost of the repair would be. I thought I was talking to a surgeon not an air conditioning technician. I also noticed that he was checking all the connections in the main control box to confirm the problem. It was very obvious to me that all the wires were connected when I first inspected the control box and reported the problem

I contacted your company and asked you to come by and confirm the problem and to quote me on its repair. You took a great deal of time to go through the entire system, checking the wiring and having me turn on the thermostats on each floor to determine the exact problem while explaining in detail all that you were doing. During the inspection you checked the voltage to each zone, how each damper was functioning and noticed that a wire was not connected to the damper zone that was suspect. Once you connected it the system was now operating correctly!

Thanks to your intervention and expertise the replacement of my damper was not needed, nor the sizeable expense.

It's very hard these days to find a honest, quality company to attend to your needs.

I will with no hesitation refer you all my clients and friends who are in need of HVAC maintenance or repair.

Respectfully,



Joseph Chvatal

Permanent-Affordable Plans for Individuals & Small Businesses
Mortgage Protection Insurance **Individual & Group Health Policies**
Disability Plans **Annuities**
Life Insurance **Dental Plans** **Long Term Care**