



August 5, 2014

Bob Stone is owner of Accuair Heating and Cooling and part of our North Fulton Power Core Team. I had a situation in which Bob demonstrated superior customer service and went above and beyond, that also helped my business.

I had a client call me who moved into their new home that I inspected and the air conditioner was not working. I called Bob on a moment's notice and even though he was fully booked that day, he managed to get over to my clients house within a few hours and got her cooling system working. The fact that he was very responsive to my unhappy client and personally handled it was extremely appreciated by me and my client was cooling off (figuratively and literally).

When I thanked him for responding so quickly even though he was fully booked for the day, his response was "it was no big deal". Well it was a big deal because he helped me, my client and gave credibility to my business in handling a situation in a timely and professional manner.

I feel confident in referring anyone I know that needs an honest, reliable professional HVAC business owner. On top of that, he is just a great person also. If you're in need of a HVAC referral, you can feel confident in referring Mr. Bob Stone.

Thank you again Bob!

Michael Harrison

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