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Tim Hilmo

Air Conditioning Doctors of America
671 Kilcrease Road
Auburn, GA

14th of April 2020

Dear Tim,

When my husband and I bought our house five years ago, we knew we would have to replace both air and water systems in the next few years. Because we like to plan big expenses in advance, we asked you to come over six months ago and plan with us that expense. I really appreciated that you took your time investigating our system and explained the different paths we could take balancing budget, long term efficiency and comfort.

Respect and reliability are the two most important traits that come to my mind when I think of you and your team.

I'm very grateful for the respect you showed me, a woman, often brushed off and not taken seriously by technician workers of all trades. I also realized you didn't feel bothered by my husband's knowledge that he learned from his father who's an AC technician in New York state. It made our relationship with you even more trustworthy. It also shows you have the ability to adapt your explanations depending to whom you're talking to.

Another aspect of respect that I deeply appreciated is that yourself and your team always respected my home by making sure to take off your shoes when needed and to leave our space as cleaned as you found it.

Your business is a family business. I know first hand it's not always easy. Nonetheless, your family and yourself were very reliable, coming over when you said you were coming over and following up regularly.

Last but certainly not least, since the air system has been installed, my husband and I are not fighting anymore over the temperature in the house. We both feel comfortable at all times. You and your team made our house more peaceful which is even more critical now that we're stuck at home because of the quarantine.

All of this makes it very easy for me to refer you to my clients, neighbors and friends. I will always highly recommend Air Doctors of America.

The quote that represents the best how you conduct your business is:

Respect is earned. Honesty is appreciated. Trust is gained. Loyalty is returned.

Sincerely,

Clémence Bradley



