



Northeast Georgia Bank

Tim Hilmo
Air Conditioning Doctors
671 Kilcrease Road
Auburn, GA 30011

4/16/2018

RE: Letter of Endorsement

When it came time to replace the 17 year old heat pumps in my house recently, Air Conditioning Doctors was the first place that I turned to. I know absolutely nothing about heating and cooling systems and the research that I did online made my choices even more confusing when it came to things like which brand is best? What SEER is optimal? What other ancillary options should I select in conjunction with the heat pumps? Frankly, it was frustrating in doing the research and seeing on one site that a particular brand was the best and then on another site that the brand was one to avoid. What I did realize is that the local company that you hire to do the installation and service is the most important factor. A good installation with follow up service will go further towards ensuring the quality of a heating and air system more so than a particular brand.

With that being said, I am happy that I had Air Conditioning Doctors and Tim Hilmo to do my installation. I had two 2-Ton Rheem, 15 SEER heat pumps that I purchased and had installed through Tim's company. The installation went smoothly and the installation techs made sure that everything was in working order before they left. But this is where Air Conditioning Doctors really showed why they are the best. Later on in the evening of installation, we noticed that the temperature was heating up well above what the thermostat was programed for in the heat mode. So at 6:00 in the evening, Tim Hilmo who is the owner of the company personally came out to the house to fix the issue. It turned out that both of the thermostats were defective and he installed 2 that were a different type and name brand that worked perfectly. He was still on the job at 10:00 PM and the result was that the systems work perfectly and the temperature in my home is more comfortable than it has been in a long time. I am even more excited to see how much less my power bills are going to be while enjoying this greater level of comfort in our home.

When you buy a heating and cooling system from a local HVAC company, you are not just buying equipment. You are buying COMFORT. Comfort in the air quality and temperature inside your home. And the comfort of knowing that you have a partner in the heating and air business who will be there to make sure your investment in a system maintains its value over the years. Tim was given the opportunity to shine and he showed that the satisfaction of his client was a priority. When Tim Hilmo and Air Conditioning Doctors say that they service what they sell, I am living proof of that. I would without hesitation endorse Tim and his company to anyone who needs their heating and air systems serviced or replaced!

Best Regards,

A handwritten signature in black ink, appearing to read "Steve Goins", is written over a horizontal line.

Steve Goins

Vice President-Commercial Loan Officer
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