



Another letter from a satisfied customer

Dear Mr. Vaters & Mr. Van Ravens:

Just a short note to compliment the staff of Asbuilt Climatecare for their excellent, in fact outstanding, customer service regarding the purchase of a furnace-air conditioner-electronic air filter for my son at 26 Baylor Crescent, Georgetown.

It began when I happened, by chance, to notice that Asbuilt sold furnaces as I drove down Armstrong Ave. in early July. I stopped, walked into your office and explained what I was interested in and asked Tanya for a ball park estimate of the cost. Without hesitation she wrote down some figures on a sheet of paper, and gave me some brochures. I was gone within five minutes knowing that Asbuilt was where I'd most likely end up making my purchase thanks to Tanya's knowledgeable, helpful, enthusiastic and friendly response.

You might ask what was so unusual about Tanya's actions. That's what any employee would do!

Let me tell you it rarely happens in today's high tech, state of the art era. In fact, I contacted a number of other furnace dealers in the surrounding area in the following days with the same request and without exception, not one of the employees I spoke to could give me a ball park figure of the cost without an on-site visit. In fact, I'm not sure that some of the employees I spoke to even knew their employer was selling furnaces, etc.

A few days later, I arranged for an on-site estimate with Jeff Cronkright. Jeff arrived on schedule, inspected the house, discussed various options and by 10 am the next morning had faxed a formal proposal. Of the two other companies that did a similar inspection, one gave me a hand-written quote on a piece of paper, the other did the inspection but never bothered to contact me and advise what his quote was.

When a final decision was made 5 or 6 weeks later, Jeff immediately scheduled the installation for September 16 & 17 and it was installed as promised. Another very positive surprise, as most of today's businesses rarely do what they promise to do when they promise to do it.

Your installer did an excellent job of installing the furnace, etc. and was very helpful and accommodating in solving any suggestions and requests that I made.

And a final compliment to Elizabeth Blight, who voluntarily filled out and mailed my son's Carrier rebate claim form. It's little gestures, such as this, that leaves a lasting positive impression and makes a major difference in a customer's satisfaction and loyalty.

I want you to know that this purchase was a very positive but rare experience in my dealing with most businesses over the years and that it is a pleasure to be able to compliment Asbuilt's staff instead of writing a letter complaining.

Keep up the good work and than your staff for me. I was impressed.

Duane Frerichs



WE CARE™
Maintenance & Protection Plans

Caring About Your Comfort

Home comfort isn't something you should have to worry about, which is why Asbuilt ClimateCare has introduced **WE CARE™**, our exclusive maintenance and performance protection plan. With our **WE CARE™** plans, you can rest assured that your furnace, air conditioner, fireplace, water heater and other equipment will continue to provide safe and reliable comfort in the coming year.

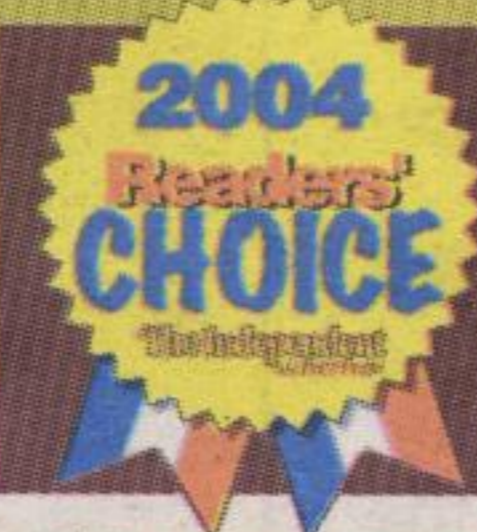
WE CARE™ Maintenance

Our annual tune-up program will increase the life of your equipment and can reduce your energy bills by up to 10%. A certified, licensed and insured technician will verify that your equipment is fully operable, efficient, and safe, and that your air quality meets the highest standards. ClimateCare technicians are trained to follow our multiple-point quality standards checklist, and to identify potential concerns.

WE CARE™ Protection

Our extended Parts & Labour Plan ensures the performance of your home comfort equipment with our commitment to provide the highest quality parts and labour at no charge. Don't be without this valuable protection, call today...you'll enjoy the peace of mind knowing you won't be faced with unexpected repair bills. Let us help you keep your home comfortable for years to come.

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Art Van Ravens & Keith Vaters - Owners



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