

July 16, 1999

To: Douglas Major
Doctor Cool
1219 Stepp Bend
Cedar Park, TX 78613

From: Jeff Sloan
2601 Starling Dr.
Round Rock, TX 78681-2729

Subj: Kudos to Doctor Cool

Douglas,

I have dealt with you and your company on several occasions, the latest being on July 15, 1999. I am quite certain that you have so many letters of thanks and recommendation that you don't have room to store one more. However, I have to add my name to your list of devotees. As always, your honesty, competence, knowledge and responsiveness are absolutely top notch. We called with a problem on the morning of July 15 and you were here by noon. You were completely honest in our dealings and even offered to go way above and beyond. I can't tell you how much I appreciate your offer to go out of your way to pick up filters and drop them off at our house if we could not find our size. It's so rare to find someone who is willing to put in extra effort like that.

I have recommended your company to anyone who needed work done on their air conditioning system since the first time I dealt with Doctor Cool. I guarantee you that I will continue to sing your praises and recommend you completely and with absolutely no hesitation.

All I can really say is THANK YOU! You have a completely satisfied and devoted customer.

Jeff Sloan

Jeff Sloan

From: Roger Lane <rogerlane@austin.rr.com>
To: dougmajor@aol.com
Date: Sun, Aug 23, 2009 10:10 pm

Doug,
I wanted to give you an update on the AC installation at my house.
The AC units are running great.
Your teams work was outstanding.
I received the Rheem cash back checks.
I received the City of Austin rebate checks.

This was a great experience.
I will recommend your firm to my neighbors.

THX
R

Roger Lane
512-257-7473
512-496-8595 cell

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DEAR MR. MAJAZ,

THANK YOU SO MUCH FOR TAKING THE EXTRA
STEP TO HAVE MY ATTIC DOOR HINGE FIXED.

I AM VERY PLEASED WITH THE SERVICE AND
PROFESSIONAL INSTALLATION OF MY NEW KEEM
SYSTEM. JUSTIN AND RYAN DID A GREAT
JOB AND I EXTEND MY RECOMMENDATION
OF YOUR BUSINESS TO FRIENDS AND FAMILY!

MR. MURPHREE DID AN EXCELLENT JOB FIXING MY
ATTIC DOOR. MY WHOLE EXPERIENCE WITH CEKOR
PARK H&A TOTALLY EXCEEDED ALL EXPECTATIONS! SINCERELY,
Haven
Callins



Mrs. Anne Wilson

Thank you!

We will definitely
do business with
you in the future
& recommend you
to others.

Bill & Anne
Wilson

TOO MUCH OF A GOOD THING IS

WONDERFUL

MAE WEST



FYI -

Ryan did an
excellent job.

He well represented
the company.
Thanks. / The Arnolds



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