

BRANDT'S INC

distributors of fine decorative products

July 14, 1989

Dennis Martin
c/o Day & Night Air Conditioning
1930 E. Indian School Rd.
Phoenix, Az. 85016

Dear Mr. Martin:

Again I feel compelled to write and congratulate you on your excellent personal.

Last year a very gracious and efficient young man (I believe his name was Jeff.) Installed a new air conditioner for us. He was very accommodating and efficient.

The 2nd of July this year we had a problem and called on a holiday. We spoke to Chris (who was also very knowledgeable), who requested that we wait, but if the unit went out that he would come out right away. We did have further problems and Chris was there promptly and in spite of the fact that our unit was 3 weeks out of warranty successfully got a replacement.

You are indeed very fortunate to have caring people like Jeff and Chris they are few and far between.

Yours very truly,

Mrs. T.L. Warren
Mrs T.L. Warren
MJW/cfa
Enclosure:

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