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Matthew Santacroce
Pawcatuck, Connecticut 06379

TO: AllTemp Climate Control
Gales Ferry, Connecticut 06335

RE: Testimonial

I have had the pleasure of having Brian service the heating and air conditioning equipment within three of my residences.

Brian has always provided superior service. Examples of his superior customer service include:

- Prompt response to emergency and routine calls alike
- Fully stocked vehicle to reduce repair time
- Excellent diagnostic skills (I have not called him for the same problem twice), and
- High quality craftsmanship and pride in the quality of his work

Brian has always been open, honest, and straightforward when informing me of costs and timelines involved in completing a repair or installation. The installations, or service activities, have started on-time and were completed when he estimated.

In addition to servicing burners and air conditioning units, Brian has assisted with the selection, installation, and servicing of a humidification system which has performed flawlessly for several years. This serves as a whole-house humidification system so the air in the house is not be too dry in the late fall and winter months. I called three local service organizations. One had no idea what I was talking about and the other two returned with high costs, and could not get to the installation for a considerable length of time.

I called AllTemp Climate Control and Brian came out promptly, gave me a fair estimate, and could start the project sooner than the other service organizations.

Upon completion, the installation was professional, clean, on-time, and on-budget. Brian also explained how I adjust it and how I could clean and service the filter within it.

When finishing our basement, Brian assisted with planning the heating and cooling for the additional living space. This included adding flexible duct work and assisting with the selection and delivery of the finished trim pieces to give the room a finished, professional appearance.

Through the many years of dependable service from Brian, I have recommended him countless times and never have I received negative feedback from someone.

I highly recommend AllTemp Climate Control – I feel they provide professional installation services at a fair price, all delivered on-time and with professionalism and quality workmanship.

Sincerely,

A handwritten signature in cursive script, reading "Matthew J. Santacroce". The signature is written in black ink and has a long, sweeping horizontal line extending to the right.

Matthew Santacroce