

Tom,

This is a week late, so I must apologize. Just wanted to extend a big “thank you” for the time you spent 5/29 giving me quotes for a new AC unit, and also giving me the advice to seriously consider scheduling a service call to see if repairing the unit was a possibility instead of replacing. It was very refreshing to get this advice from a salesman who was looking to save me money instead of just making a sale. I had another company out, and they were only interested in selling me a new unit. In the end, as I’m sure you know, my unit was able to be repaired with a \$42 part.

I typically exhaust every option to repair something before going the route of replacement, but for some reason my initial approach was to replace the unit without looking to repair it – maybe it was the hectic/hot Memorial Day weekend that put me in this mindset. Speaking of Memorial Day, Burrier was one of only 2 companies out of the 6 I initially called that was able to respond the same day. But again, I greatly appreciate your time and advice last week.

I also wanted to comment on the excellent service I received from Adam (field tech) who was extremely polite and personable, and took time to answer all my questions. Also, the women (Kelly & Kerry) who handled my phone calls and scheduling were very polite and knowledgeable. Please pass along my “thanks” to them.

I initially picked Burrier because it was a local Mentor based company, but I came away thoroughly impressed and “sold” on Burrier’s people. I will definitely recommend Burrier to my family, friends, and co-workers.

So again, thank you very much – hope you have a great summer!

Sincerely,

Tim, Mentor, Ohio