

May 14, 2013

Reupert Heating and Air

Dear Joe,

Vern and I would like to say a huge thanks to Reupert for the wonderful job on our heating and air conditioning system. As is our luck, the furnace went out (and could not be repaired) on one of the coldest days in February. My husband was out of town so I was on my own. Reupert was extremely professional, and sent a technician out within hours of our call. Your tech. sat down patiently with me and explained all the options we had available and what he believed would work best for our home. He also discussed the need for us to have our ducts sealed. While I was uncertain to spend the money, again your tech. explained the process and benefits we would receive. We had the ducts sealed and the difference in our home is nothing short of amazing. Not only are we much warmer but our heating bills have been cut almost by half. We can't wait to see how much cooler our home will be in the summer. We have always struggled with getting the upstairs cool; we believe the duct sealing will help a great deal with that as well.

Even more importantly, Reupert made it their responsibility to make sure that I had heat in my home that very day. They were professional, quick, very informative and most importantly, they cared about me as a person and not just a customer. Sadly to say there are no longer many businesses out there that actually care for their customers-Reupert are heads and shoulders above most.

We are now very loyal customers of Reupert Heating and Air, and will be for many years to come. Anyone out there who is not satisfied with their existing company should most definitely give Reupert a try. I have no doubt you will be very pleased with their work and professionalism.

Sincerely,

Vern & Jackie Heas