

Sorry it took me so long  
to get this out to you, but  
I wanted to be sure and  
say Thank you !! We really  
appreciated how you worked  
around our crazy last minute  
schedule and got everything  
done so quickly. We would  
not have survived this hot  
summer without you guys!

Thanks again

Thank you very much

~ Michelle

<sup>3</sup>  
family



# HYBRID HEATING

Justin, Ken & Duane,

For A Job  
Well Done...

Justin, Ken, &  
Duane

Thank you for such a beautiful job you did at our home. From the proposal... to the installation..., Every aspect was professional! The installers went beyond their "call of duty" when they found a leak under our house that my husband and I were not aware of.

Again, please accept our thanks for such a wonderful experience...

Joel & Linda



THANK YOU FOR ALWAYS PROVIDING  
US WITH EXCELLENT SERVICE.  
EACH TIME WE HAVE HAD OUR  
FURNACE OR A/C UNIT SERVICED, WE  
HAVE HAD DEPENDABLE, KNOWLEDGE-  
ABLE AND FRIENDLY TECHNICIANS.  
WE APPRECIATE THE EXCELLENT  
SERVICE AND JUST KNOWING YOU  
ARE A COMPANY WE CAN TRUST  
MAKES US FEEL BETTER. RECENTLY,  
MY HUSBAND AND I EACH HAD  
THE OPPORTUNITY TO RECOMMEND  
YOUR BUSINESS. I WORK FOR THE  
HILLSBORO CHAMBER OF COMMERCE  
AND JIM AT PUMPKIN RIDGE GOLF  
CLUB. WE WERE BOTH PLEASED  
TO RECOMMEND McCLenny!

SINCERELY,

Jim & CAROL

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Dear Kevin,



Have a blessed  
New year!

Just wanted to say that we will never  
forget your kindness in helping our  
family have heat in our house again  
this winter! It was sure getting  
chilly and the fact that you came over  
so quickly and fixed the problem meant  
the world. Also, we can't even begin to tell  
you how grateful we are that you found  
the gap that could have caused a serious  
(or fatal) carbon monoxide leak. Were so grate-  
ful!! Guaranteed you have customers for life.  
Thank you so much! Cyndi and John

Carrier Corporation  
P.O. Box 4808  
Carrier Parkway  
Syracuse, NY 13221

May 19, 2009

Dear Chris,

I admit that I was somewhat skeptical as I paid my hard earned money and observed the installation of our new Carrier Heat Pump while receiving repeated printed promises of service excellence. However this week I did my first maintenance check and reinstalled some components improperly making the system unusable. Thanks to the kind and friendly response of your local representative, Kevin Kuntz from Hybrid Heating, who quickly trained me in the proper use and maintenance, things were put in their place. Kevin, as the sales representative and installers had both done previously, went well beyond the minimum training requirements.

I now know the promise of "service excellence" is a fact and not just a corporate slogan at Carrier. I feel safe with my purchase of your equipment and initial examples of the promised support through its product life. Surely you know that many American corporations no longer have our confidence that they will support us after they have received their money.

Thank you for placing value on the total responsibility of a quality product, skilled installation, and then total life service support.



Lyle

Avenue

Forest Grove, Oregon 97116

Cc: Kevin Kuntz