

Jim,

I wanted to take a moment to thank you for you and your team at RamAir going out of their way for us in our purchasing our new Heating and Cooling system. I originally chose RamAir because of the 99% Customer Satisfaction Rating on Trane.com, little did we know you should have been ranked 199%. Your salesperson, Fernie, was extremely knowledgeable about the products you offered, the company, and the process. When we sat down at my house and chose a system that was in our financial needs and our wish list needs, we decided on a system that would give us a 16 SEER rating. After returning to the office, he began running the AHRI numbers and the combination we had chosen only rated at a 14.50 SEER. Also, he had informed me that the installation would not take place until Tuesday which was the first available option. However, it was a Wednesday or Thursday and our air was not cooling at all. I understand he spoke with you and RamAir not only took care of putting a temporary fix on my old system so that we would not melt in this heat until the installation on Tuesday, but also took care of upgrading the Condensing Unit to a 16.25 SEER capacity at no cost to us since 16 SEER is what we had discussed and agreed upon. I can tell you that very few companies would have done this for a customer and we are truly thankful to you and RamAir for taking care of that...it was not expected or needed from our point of view even though I understand from your point of view why. Again, that was above and beyond any expectation and truly a sign that you have an excellent company who cares about the customer. Fernie also took care of contacting Wells Fargo Credit and working with them to make sure we had the spending limits we needed to complete this project.

Also, from the repairman who came to "patch" our system last week to the three employees who came to install our system today, they could not have been any friendlier or professional. They took care in everything they touched and even apologized above and beyond several times that it was raining outside and they had on wet shoes though they had just come from their vehicle in my driveway to my backdoor never walking through any mud. All around you have a great team and have hired and trained your staff very well. We couldn't be more satisfied with our choice of product or choice in RamAir.

Coincidentally, and your team did not know this when speaking to me, but I am a local Realtor. Though I currently have an inactive license due to a health-related issue a few years ago, I plan to return to Real Estate hopefully soon. Not only will I highly recommend RamAir to any of my clients and use RamAir for any projects that I may have, I will also recommend RamAir to fellow Realtors who I am still friends with and in contact with. I also plan to review your company not only with Trane but with several customer review websites.

Thank you again for going above and beyond what was expected. Your team is great and we could not be more pleased. I also wanted to personally thank you for taking care of our needs and getting us out of a bind last week and also for upgrading our system at no cost due to the understanding I would be getting a 16 SEER system and wasn't based on the previous configuration.

Randy & Julie

Prairieville, LA 70769