

August 23, 2022

Holly Phillips
All Climate Heating & Air Conditioning
14907 NE 95th St.
Redmond, WA 98052

Hi, Holly.

We are really enjoying the comfort in our house from the Bosch 2.0,(20 SEER) Heat Pump that the All Climate team installed! Wednesday and Thursday are supposed to be especially hot, so we are so glad that Wayne's Team could come out Monday to install in one day.

We appreciate your sending us the manual for the special thermostat. Wayne explained how to operate it very well, but we did not retain all that he told us.

As I mentioned in our phone conversation, Wayne and his team did a fabulous job. Wayne got hit with most of our questions, which he answered in a way that we could understand the answer, and, as he could attest, we had a lot of them! The rest of his team was equally good at explaining. At all times, all of them were very personable and polite. They certainly represent All Climate well.

They worked quickly and carefully, plus they cleaned up any messes that had to be made in the process, both inside and outside, which we really appreciated. One would think that we could take that for granted, but, in our experiences the past two years with a number of different contractors, we know that that is not the case.

Wayne figured out everything quickly—it is clear that he is a very skilled professional and a good leader. The members of his team pay attention to his instructions, and they operate well independently, something that we have noticed not all of the other contractors had, at least not at the level your team did. I was amazed at the small duct that Wayne had to design and construct from sheet metal on site. Just to figure out what to do was more difficult because we have cupboards installed over the vent, so he had to use a snake camera. He had to do some clever engineering to design the duct so that he did not cut into a support post, which we really appreciate, and it had to be constructed at a crazy angle, instead of 90 degree corners. The finished product was so professional in appearance that at first, I did not realize that he had made it—I assumed it was something manufactured at Bosch. I am sorry that I do not remember his name, but I want your company to know that we were impressed with the work on sheet metal devices that sit on top of the furnace unit done by the team member—when Wayne showed us his

work, I did not realize that those pieces did not come from the manufacturer, but, rather, that the team member had created them from sheet metal.

We appreciated very much that Wayne explained every step that needed to be done, in detail, as we appreciate details. At the end, he showed us all of the pieces that were installed and clearly explained what their function was. We may not understand everything, but we understood what we needed to know to responsibly operate the system. He even explained things like how to fill the holes where the thermostat was installed because our fairly-new previous thermostat, purchased and installed by your company, was larger, leaving holes exposed. He did a great job of explaining how we adjust the thermostat. He explained, at the heat pump, what the unit did, including the fact that air was always being blown upward, keeping out debris, thank goodness, as that was a worry we had because we have woods behind our house. The team member whose name I do not recall who worked with the copper pipes and covered them answered clearly our questions concerning the things that were attached to the house, including if they could be painted when we have our house painted soon. The answer was “yes.”

Every step of the way, each of the team members were very professional, personable, and patient about our questions. Wayne was very clear in his explanations of the paperwork that he left with us, including the BOSCH manual. He explained the permit process required by the City of Kirkland well so that we would know what the inspector is likely to want to do during the inspection and extra steps that some inspectors take.

We appreciate the work of Thomas Ngo through the process. He is definitely a team player. When I started citing our wonderful experience with Nate when Nate made a repair call in February and then came back in March for annual maintenance, Thomas handed me paper and a pen and asked me to write all of the things we were saying! You know that I did that! Like Nate, Thomas loves working with All Climate, which is always a good sign about a company and played a part in our choosing All Climate. He always answered our questions thoroughly, and he worked with us to write a contract that had all of the details your company needed and the details that we wanted so that we all had a common understanding of what would be done. (We know that most customers might not be interested in the level of detail that interests us.) We had many exchanges of email, texts, and phone calls to get the contract just right. Thomas was patient and personable all of the way. We appreciate that he talked on the phone with our mason and me so that we could have our mason construct a concrete pad with blocks that met requirements for installation of the heat pump and composite pad. The installation site for the unit is on a fairly steep slope, with a planting area slightly uphill from the installation site, so we wanted to keep any dirt coming down during rain from the composite pad. We are especially appreciative of his calling us last Friday when it was clear that the heat pump that we had originally ordered had not arrived, and he offered us two options, both of which were reasonable, without pressure for either choice. That is one important trait of your employees, that they do not pressure sell, but,

instead, provide all of the needed information, including reasons why, for example, it might not be necessary to upgrade.

Nate started us down the path to having the air conditioning installed by being very low-key and researching information on his phone. Thomas continued in that way, answering questions but never pressuring. My first instinct when a salesperson pressures me is to shut down and not do a sale, because I feel that using pressure is unprofessional and that if the person has to use pressure, then maybe that item is not quality or not necessary or has some other problem. Your employees know that giving information gives the customer choices about the work and the materials so that they can make an informed choice and be happy with their choice.

I asked Thomas to send us information on both the one we had ordered and the one that you had in stock. He sent us excellent comparison material, with lots of detail, which we like, so that we could make an informed decision. We appreciate All Climate for offering to let us purchase the unit in stock at half the price so that we could have the installation completed on Monday. I imagine that Thomas had a role in making that possible. Over the weekend, we were in the midst of preparing for another project that could not wait, so we were grateful that Thomas gave us Saturday and Sunday to weigh our options. He responded promptly on the phone at 9:40 p.m. Sunday when I sent him an email and a text with our decision—I sent both because, if he were busy, he was sure to catch one of them, and he saw both.

You can tell that we are satisfied customers. All Climate obviously is doing right by its employees when they say that they are like a family and when they go out of their way to help, even if it is not their direct responsibility. They are professional, personable, good communicators, and do quality work. All of that directly benefits the customer.

It has been a pleasure working with all of the All Climate team members.

Sincerely,
Richard and Carolyn Edwards