

02 February 2010

Andrew, Vic, and John,

I'm writing this letter to thank you for the wonderful service I received from VICA on my heating system. I woke up early one morning recently with no heat in my house and immediately called your company. I spoke with Andrew and he had a Shane, a service technician at my house within an hour. Andrew and Shane determined that I needed a new furnace and had one installed within hours for a very reasonable price. They assessed my heating needs and outfitted me with the correct Carrier furnace for my home and my needs. This furnace works much better than my old system that only lasted a few years before catastrophic failure. This new Carrier system is much quieter and more efficient and I couldn't be happier. Later in the day, I had neighbors in my garage remarking how clean and professional the install looked, and furthermore, how quiet it was. Once again, thank you for the courteous, timely, and professional service on my home.

Sincerely,
Brian