

A letter of recommendation to whom it may concern:

My name is Herman Kiefus and I am a resident of Lafayette, Indiana. To understand the reasoning for endorsement, my story must begin before my first contact with Andersen Heating and Cooling. I had been using an established local vendor since the purchase of my house at the recommendation of my real estate agent. Through the years they provided as-needed service; nothing remarkable. In 2003 I began having trouble with the furnace requiring several visits and several parts culminating in a new heat exchanger. The evening after the service was performed I was watching TV when I thought I smelled something burning. I headed downstairs and what should I find when I open the door to the dark utility room? A bright orange glow coming from the furnace. No big deal, cut the power, use the CO2 fire extinguisher. Given that it was evening I had to call their answering service and had a tech call me back in about a half hour. After explaining my predicament he asked whether I thought he should come out and take a look. I'll leave my response to your imagination. He arrives about a half hour later and sure enough he manages to confirm that the unit was on fire; there's not much he can do with it tonight but they'll get back to me in the morning.

Tomorrow comes and their 'day tech' makes it by about 9 AM. He assesses the situation and proclaims "we can fix this". Uh no, you've had three tries, I think it's time for a new unit. Now, I'm not one to go for the cheapest solution. Rather, I tend to buy the best equipment possible and in my opinion, this is Trane equipment. This vendor doesn't 'handle' Trane equipment but they can get a unit out of Indy. While they did a fine job placing my new Trane XC 90 connecting it to the existing ductwork was a bit kludged. This is my second point: in addition to the best equipment, I also desire the best craftsmanship. So, with a couple more weeks of heating season I have my new furnace.

Fast forward to next heating season. Furnace doesn't work. Vendor out of business. I have another local vendor come out and they find that the control circuitry and many other components are saturated and corroded from a near continuous stream of condensate pouring down from the evaporator coil. (While horsing the unit into place, the previous vendor cracked the plastic condensate tray, so much for craftsmanship.) At this point I'm dejected, who am I going to turn to to fix this mess? How can I find a vendor who shares my ideals? I mention my dilemma to a friend and he suggests I contact Anderson Heating and cooling. "Has the same core values you have" he says. "Did a great system for me a few years back". And so begins a strong and positive relationship.

Jim Anderson takes the time to come by shortly after I call. I explain my sad story and desire to replace the entire system with the finest equipment available and installed with the best craftsmanship. In addition to providing a detailed quote with the finest equipment Trane has to offer he also arranges for credit for the old unit as it was installed by a non-Trane dealer. (I think this was quite above and beyond for a brand new customer). The components arrive and the installers appear. To say that I got the best craftsmanship would be an understatement. You should see the metalwork, the gas line routing, the wiring, the combustion fan plumbing. How many folks do you know that

would take their visitors down to the equipment room to show them their HVAC system?
I do and I'm proud to do so.

It's been several years since then and I've had the time to get to know much if not all of their personnel. If you need something done, they get it done. I've become quite a fan of Anderson Heating and cooling. Not because they keep me cool in the summer and warm in the winter (even though the system has required no service yet) but rather because I see a business that is growing by leaps and bounds due to 'doing business right'. In my opinion, there are far too many businesses focused solely on profit. Anderson Heating and Cooling focuses on their craft and they profit because of that. I've had many opportunities to recommend Anderson Heating and Cooling for both residential and commercial applications and have heard nothing but positive feedback. So, if you are looking for an organization that seeks to address your needs, completely and with the best craftsmanship, Anderson Heating and Cooling is your solution.

Herman J. Kiefus
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