

Thompson Plumbing and Heating,

I would like to take a minute to write to you about my satisfaction on our recent furnace, AC, and hot water tank install.

First let me say that Thompson installed our original equipment in 2000 and over 18 years whenever I've called with an issue the customer service was excellent. Because of that, Thompson was my first call for an estimate on new equipment.

Right from the start on 8/30/18 I spoke with Chris Hill. He was eager to come out, on time, very friendly and knowledgeable and put me at ease with the whole process. I was so comfortable with him and our previous history with Thompson that after he left my wife and I decided to cancel the other two estimators and proceed with the Bryant equipment. On 9/7/18 Chris was back out to sign some paperwork and again he was punctual and professional. He then quickly got our job on your calendar.

On 9/17/18 three of the most professional HVAC guys I've ever had contact with showed up to do the install. I was told to expect them around 800am and of course, they were a few minutes early and by 800 they were unloading equipment and working. These three men were so courteous, clean and careful I was amazed. They worked diligently all the while being careful and respectful of our home. They were glad to answer any questions that I had and keep me informed of their progress. When they left that afternoon there was not a sign that they had even been there other than new equipment running perfectly. I cannot recall their names but I hope you will match my install date at 7958 George, Lambertville mi with your calendar to commend them on their professionalism. A job well done.

Two and a half weeks from my original call we had all new equipment running as it should. Thank you for hiring such a great group of professionals.

Please feel free to use me as a reference for future customers as I would be glad to share our experience with them.

Thank you,

Jonathan T Foster  
(734) 807-1478