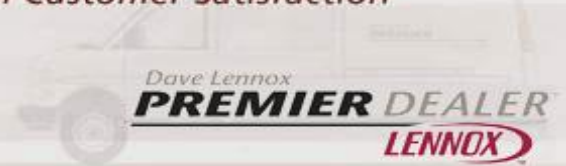


# CUSTOMER SATISFACTION CENTRAL

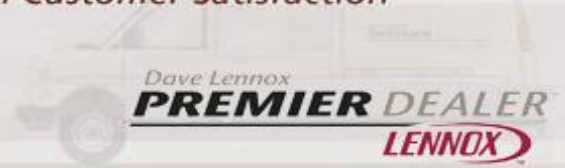
*"Professionals Committed to Total Customer Satisfaction"*



Survey Date	Comments
11/14/08	THIS IS OUR 3RD FURNACE WE HAD THESE PEOPLE DO FOR US IN 3 DIFFERENT HOUSES THAT SHOULD TELL IT ALL.
10/30/08	I CALLED THE DEALER ON A WEDNESDAY REGARDING MY OLD FURNACE NOT FUNCTIONING, I HAD A NEW FURNACE INSTALLED BY 3 PM THE NEXT DAY. I HAVE ALREADY EXPERIENCED A SAVINGS WITH THE NEW FURNACE AND I AM VERY HAPPY WITH IT.
10/15/08	I HAVE LIVED IN THIS HOUSE FOR 48YRS AND HAVE ALWAYS HAD A LENNOX FURNACE.
10/14/08	DEALINGS WITH HOVLANDS WAS A VERY SATISFYING EXPERIENCE
10/10/08	My wife and I are completely satisfied - our heating bill is already substantially reduced and the gas heating system does not have the draft that the old oil heating system had. We love the ? to our feels efficienct gas furnace.
09/30/08	CONCERNING #12 IT HAS A FUNNY TICK WHEN THE FURNACE IS STARTING I'LL HAVE TO CALL THEM.
09/29/08	GREG WELKE (HOVLANDS) WAS EXTREMELY HELPFUL AND A PLEASURE TO DEAL WITH. THE INSTALLER WAS THE SAME INSTALLER THAT DID OUR LENNOX AIR CONDITIONER LAST YEAR AND HE WAS VERY PROFESSIONAL. WE ARE VERY PLEASED WITH OUR FURNACE AND AIR UNITS AND WITH HOVI ANDS
09/26/08	CHANGE HOURS OPEN. WASN'T OPEN ON SATURDAY. I HAVE A HARD TIME GETTING OFF WORK TO VISIT HOVLAND'S
09/24/08	The quality of workmanship by Bud the installer was exceptional.
09/15/08	MY NEW AC WAS INSTALLED LATE THIS FALL SO I DID NOT HAVE THE OPPORTUNITY TO USE IT. I HAVE A LENNOX FURNACE WHICH I AM PLEASED WITH AND THATS MY REASON FOR PURCHASING MY AC.
08/27/08	GREAT JOB!
08/27/08	HOVLAND'S HAS DONE A GREAT JOB. THEY INSTALLED OUR A/C IN 2001.
08/18/08	We were very happy with the service at Hovland's Inc. and the Lennox products. I have known the Hovland family since the early 1960's. Good folks!
08/15/08	WITH MY WORK SCHEDULE,I HAD A VERY HARD TIME COMMITING TO A DATE. GREG AT HOVLANDS WAS MORE THAN ACCOMIDATING BY RESCHEDULING MORE THAN ONCE. I WOULD NOT HESITATE TO RECOMMEND OR DO BUSINESS AGAIN WITH HOVI ANDS!
08/13/08	I APPRECIATED THE TIME THE DEALER SPENT AT MY HOME BEFORE THE SALE MAKING SURE I WAS SOLD THE APPROPRIATE SIZED SYSTEM.
07/31/08	Please keep producing this product in the United States. That is the main reason I chose Lennox over the Carrier/Bryant and Trane. All three are rated high, but only Lennox is still made in the United States. I support the American company and the American worker! It is important for Lennox to offer the ten year parts and labor warranty. Only offering a five year parts and labor warranty costs you way more business than not offering and I feel is a very poor choice. thank you
07/29/08	COULD NOT HAVE BEEN ANY BETTER!
07/18/08	THE DEALER (HOVLANDS)WAS WONDERFUL. THEY LISTENED TO MY NEEDS AND WANTS AND HELPED ME MAKE A GREAT DESSION.
07/14/08	BEST PRODUCT FOR THE MONEY AND A FINE JOB PREFORMED.
07/10/08	ALL MY LENNOX PRODUCTS HAVE LASTED YEARS BEYOND THEIR NORMAL TIME. MY FARMERS HAS LASTED WE 45YRS. WITH PROPER MAINTANCE AND STILL GOING STRONG.
07/09/08	THEIR SUMMER OUR 40YRS OLD LENNOX AIR CONDITIONER GAVE OUT I HAVE A BEING ILLNESS AND WITHIN DAYS. HAVE UNDER INSTALLED A NEW LENNOX. THEY WERE TOPS WE HAVE A LENNOX FURNACE TOO. THEY ARE ALWAYS PROMPT & CONTINUE WHENEVER WE CALL!!!
07/03/08	I AM VERY SATISFIED WITH THE SERVICE THAT I HAVE RECEIVED FROM LENNOX & HOVELANDS IN THE PAST AND I'M SURE THAT I WILL BE HAPPY WITH MY NEW FURNACE AND AIR CONDITIONER.

# CUSTOMER SATISFACTION CENTRAL

*"Professionals Committed to Total Customer Satisfaction"*



Survey Date	Comments
06/11/08	GREAT JOB, VERY HAPPY, NO MESS AT ALL. WAS PUT IN WHILE WE WERE AT WORK.
06/11/08	GREG WAS VERY HELPFUL IN ANSWERING ALL OF OUR QUESTIONS. THANK YOU FOR EVERYTHING! BUD DID ABOVE AND BEYOND WHAT ARE EXPECTATIONS WERE FOR INSTALLATION. HE CLEANED UP EVERYDAY SOMETIMES MORE THAN ONCE. I HOPE ALL OF YOUR GUYS ARE AS GOOD AS BUD! THANK YOU!
06/09/08	WE WERE VERY SATISFIED WITH SALES AND SERVICE.
06/06/08	I CAN NOT ANSWER 10-12 YET. NEW FURNACE INSTALLED EARLY SUMMER - FILLING OUT THIS SURVEY AUG 19TH (90 OUTSIDE) EVERYTHING WORKS FINE WITH AIR-CON AND THERMOSTAT. I THOUGHT HOVLANDS DID A GREAT INSTALL AND I HAVE USED THEM FOR SERVICE IN THE PAST AND HAVE BEEN COMPLETELY SATISFIED
06/05/08	HOYLAND'S HAVE PROVIDED ME WITH SERVICE WORK IN A COMMERCIAL OPERATION FOR MANY YEARS. SERVICE WAS ALWAYS EXCELLENT. SO WHEN I NEEDED A NEW FURNACE AT HOME, I CALLED HOVLAND'S. WILL CONTINUE TO DO THIS IN THE FUTURE.
05/22/08	WE HAVE BEEN VERY SATISFIED WITH SERVICE BY HOVLANDS.
05/12/08	Greg and John from Hovlands were terrific. I'm enjoying my new Lennox heat/ cooling system thus far.
05/01/08	AS ALWAYS A VERY PROFESSIONAL AND HELPFUL TEAM.
04/09/08	WE GOT THE 1ST FURNACE FROM HOVLANDS INC IN THE 70'S NEXT A AIR CONDITIONING THE 2ND 2008 FURNACE. GOOD
04/04/08	REPAIRMEN FIXED THE FURNACE QUICKLY. HE GLADLY ANSWERED ALL MY QUESTIONS.
04/02/08	WE HAVE COMPLETE FAITH IN HOVLANDS INC! WE KNOW WE WILL RECEIVE PROFESSIONAL, COMPETENT, FRIENDLY SERVICE.
03/20/08	WE HAVE ALWAYS BEEN SATISFIED WITH THEIR WORK - PRODUCTS. HAVE BEEN DEALING WITH THEM FOR QUITE A NUMBER OF YEARS; AT TWO DIFFERENT HOUSES IN AUGUSTA AREA.
02/15/08	IN THE LAST 5 YEARS WE PURCHASED CENTRAL AIR, AS WELL AS NEW FURNACE IN FEB.
01/08/08	THE SERVICE PERSON THAT REPAIRED MY FURNACE WAS EXCELLENT!