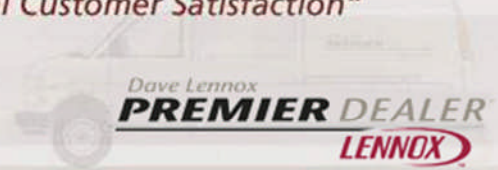


CUSTOMER SATISFACTION CENTRAL

"Professionals Committed to Total Customer Satisfaction"



| Customer Name | Survey Date | Comments |
|-----------------------------|-------------|--|
| Lambrecht, Everett & Jeanne | 12/04/2009 | EXCELLENT SERVICE |
| Suhr, Weldon | 11/20/2009 | It's the best job I ever had done!! |
| Dobrenz, LeRoy & Carol | 11/12/2009 | We have used this dealer for 20 years. |
| Beck, Hobart & Sandra | 10/28/2009 | I don't know how you can do better. Between order and completed installation was illegible of 2 ½ days. Hovland's service and the furnace are just amazing. |
| Sandulak, Stanley & Irma | 10/23/2009 | |
| Holzer, James & Roberta | 10/16/2009 | We are totally happy with our new furnace and with Hovland's !! |
| Morgan, Todd | 10/15/2009 | Was very pleased with everything, from estimates to completion. Now only time will tell. Was a little disappointed the new furnace did not qualify for focus on energy rebate. I was under the understanding it would. |
| Mittermeyer, Gail | 09/18/2009 | These guys were great! Always accurate and information. They removed my old oil tank and furnace and they left my basement so clean you wouldn't even know anything had been done. Also Greg Welke the rep was wonderful. |
| Pagenkopf, Bernie & Char | 09/10/2009 | With my recommendation my neighbor purchased a Lennox furnace and air conditioner. He indicated he was very satisfied. Keep up the good work. |
| Dejno, Ernie | 08/14/2009 | I purchased a Lennox furnace in 1997 and never had any problems with it. |
| Rasmussen, Earl | 07/15/2009 | Nobody is perfect but these people were close. I wouldn't be hesitant to recommend them to my friends & neighbors. The efficiency of the installer was remarkable & personable. |
| Nawrocki, Gene & Sharon | 07/09/2009 | Only one why mess with the rest when you have the best" Hovland 's Inc. |
| Gavin, Charles & Sally | 06/18/2009 | The same technician who installed our Lennox furnace a couple of years ago – also installed our new air conditioner. This gentleman work ethic and knowledge of the products he is installing is phenomenal! Likewise, the person (Greg) who came to our home to describe our options Lennox needs to recognize both these individuals they are premier representatives! |
| Johnson, Anita | 06/10/2009 | I am a 74 yr old woman, sometimes "old ladies" are not treated like they can comprehend "men stuff. Both the estimator and installation man treated me with respect and answered all my questions. They probably were basic to both men but it was all new to me. They were both great! |
| Antolak, Jill | 06/08/2009 | Exceptional people, super professional installation perfect follow up, completely handled all details. I've already highly recommended them to several others. Excellent job that's very much appreciated! |

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| Seybold, Jon & Jackie | 05/18/2009 | CANNOT SAY ENOUGH ABOUT HOW GOOD THEY WERE. BOTH THE SALES PERSON & INSTALLATION TECH WERE GREAT. THEY WERE FRIENDLY, COURTEOUS AND AGAIN I CAN NOT SAY ENOUGH ABOUT HOW CLEAN THEY LEFT OUR HOUSE! THANKS |
| Geurts, DuWayne | 05/15/2009 | Keep selling you great Lennox products. I love them. |
| Berg, Michael | 05/07/2009 | I HAVE RECOMMENDED HOVLAND'S AND THIS PRODUCT TO MY FRIENDS. |
| Liddell, John | 05/05/2009 | WE HAVE HAD LENNOX EQUIPMENT FROM HOVLAND'S SINCE WE BUILT OUR HOUSE 30 YEARS AGO. WHEN WE REPLACE IS NEEDED WE DON'T SHOP AROUND, I CALL HOVLAND'S. WE HAVE NEVER BEEN DISAPPOINTED IN THEIR SALES! |
| Culver, Wayne & Maxine | 04/27/2009 | THIS IS OUR THIRD FURNACE PURCHASED FOR OURSELVES AND ONE FOR WAYNE'S MOTHER FROM HOVLAND'S INC., NEED WE SAY ANYMORE! |
| Allen, Mike | 04/23/2009 | VERY HAPPY WITH ALL! |
| Marlow, Brenda | 03/04/2009 | MY HUSBAND ALWAYS TOOK CARE OF THE FURNACE, FILTERS AND HUMIDIFIER BUT HE PASSED AWAY LAST YEAR. THE TECHNICIAN NOT ONLY FIXED MY PROBLEM BUT EDUCATED ME ON ALL THE MAINTENANCE I NEED TO DO. VERY HELPFUL. |
| Kell, Tom | 12/12/2008 | GREAT JOB GREAT PEOPLE! |
| Buck, Mike & BebeAnn | 12/12/2008 | VERY SATISFIED COUNT ASK FOR BETTER |
| Verhaagh, Dave | 12/04/2008 | HOVLANDS EMPLOYEES WERE GREAT TO WORK WITH FROM THE SERVICE TO INSTALL AND SALES I ALWAYS RECOMMEND. THANK YOU |