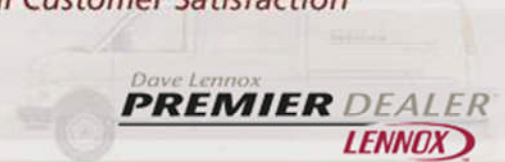


CUSTOMER SATISFACTION CENTRAL

"Professionals Committed to Total Customer Satisfaction"



Customer Name	Survey Date	Comments
Emerick, Vern & Bonnie	10/20/2010	We are happy with our new Lennox furnace. It is so quiet, we do not hear it come on. We are so grateful that there are people in this world that care enough to do something like this. We can not thank you enough. Thank you so much – Happy Holidays to all.
Schott, Esther	10/11/2010	We were very satisfied with were closer if i need them for anything .
Fiedler, Thomas & Monka	09/16/2010	I already did recommend Hovlands to a friend and they ended up buying from Hovlands. We are having a warm fall so we just turned our new furnace on a week ago. Too early to tell but it is amazing quiet with a very even amount of heat.
Bakken, Edith	09/11/2010	All were very courteous and friendly they were very helpful in explaining the unit and when called for help they came right over to my house and explained everything again. i was and am so pleased!
Kasper, George & Sharon	08/27/2010	VERY SATISFIED, THE FURNACE IS VERY QUIET. ALSO THE INSTALLATION WAS DONE VERY NEATLY. GREAT JOB!!
Nelson, Harriet	07/22/2010	We had Hovland Metal put in a heat pump 10/25/78 and that heat pump worked all these years and never had it serviced, we used it for
Hogue, Robert & Alicia	07/02/2010	We had this dealer install our furnace years ago so there was no questions when it came to replacing our air conditioner. I recommended them to everyone i know they are very professional.
Dangerfield, Russ & Peggy	06/28/2010	Very pleased with the product and service that i received.
Carlson, Dan	06/24/2010	Great job at a fair price.
Thurston, John	06/15/2010	I have relied in Hovland for as long as i can remember my 50 years the service of their questionnaire in keeping with this level of excellence.
Kohlhepp, Nub & Kim	05/24/2010	Very satisfied with air cond. & furnace.
Roscoe, Warne & Kay	05/12/2010	The price was lower than expected. Price options were explained – easy for us to make a purchase choice Installers were excellent – explained everything well, clean up was great, friendly & worked hard all day. No breaks – 5 minute lunch break.
Pozarski, Mary Ann	03/22/2010	Great job as always keep on keeping on! thank you
Frase, Louis	02/03/2010	Our service technician Tom was quite professional and took time to explain details. highly recommended his service.
Chartier, Beverly	01/15/2010	I have dealt with Hovland they put the original furnace in for frank after Frank's death I've had to call them a couple of times on emergency service they were always prompt.
LeDuc, Tom	12/22/2009	EVERYTHING VERY PROFESSIONAL. ARRIVAL AROUND 7:30AM HAD OLD FURNACE OUT AND NEW ONE INSTALLED AND RUNNING BY 1:00 IN AFTERNOON. VERY PLEASD WITH PRODUCT.