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Established 1957

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"Honesty, Reliability and Capability"

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6/13/16

To Joseph Parker and Crew:

We wanted to congratulate your company on a job well done.

Let me explain:

A rare opportunity arose to contract the replacement of the master bedroom heat pump system at my parents' home in Punta Gorda Isles, FL.

At first we thought we would do the job ourselves, source the equipment in Florida, ship it down, or have a qualified American Standard dealer do us a favor by selling it to us.

With the obvious stumbling blocks in doing this ourselves we took the opportunity to become the consumer. When we thought about it, how to find the right firm, we went to the American Standard website and selected a customer care dealer like ourselves. We contacted Parker air and Joseph came out promptly and gave us a competitive quote to replace our 2-ton system.

At this time we decided not to reveal we were in the trade, and ask for any discounts, favors, etc. because we didn't want special favors, just the best service without compromise.

So we contracted them to install the system and we could not have been more pleased. Their staff was as professional as they get, drop cloths, booties the whole show, they even posed for a picture at the end! They had to come back for minor adjustments but they were handled promptly and with resolve.

We have to admit we felt guilty of "spying" on another contractor without them knowing, but it was a great education for us as well.

Parker Air should be proud of their staff, and I know they are the envy of many outfits, and especially this one.

Sincerely yours,

William Sourbeck, pres.