

Information - ParkerAire

From: fran thompson <franfmt53@aol.com>
Sent: Wednesday, May 31, 2017 7:49 PM
To: info@parkeraire.biz
Subject: A Very Thankful Customer

Dear David, Joseph and Parker Family:

We had the unfortunate event of having the Air Conditioner in our home break when the temperature was 97 degrees late in the afternoon. It was unbearably uncomfortable for my husband who has a severe respiratory illness, and our granddaughter.

We contacted a company who does a lot of advertising in this area, their prices were exorbitant, and customer service was less than friendly. I spotted a Parker Aire Service truck at a local gas station, stopped the tech asking about our problem at home with our AC. He was so polite and kind, gave me a business card to your company. Thinking if the rest of this company is as nice as this gentlemen, this will not be so bad...

We called your office and spoke with a young lady, Vanessa, who could not have been nicer. She arranged a service tech to check out the system within an hour. Jessie looked at the situation, said the whole unit needs replacing, but that we could buy some time if coolant was put into the unit. He then came and spoke to us, explaining that he was sorry, and if we had any questions he would be more than happy to help us. He also explained that air conditioners usually last 10-12 years, and since we were on our 11th year, more than likely we would need a new unit. Coolant was put into the system, in hopes that it would hold us over until we made the decision on a air condition system and when to make the upgrade. We called the company the next morning once again were treated with the greatest respect, unfortunately we were calling because our unit was leaking again and the house was heating up to the high 80's. A service technician came, along with Joseph, and assessed the situation. The unit was inspected and it was decided that there were many leaks and it would be necessary to replace the unit. Joseph sat down with us and went to great depths explaining cost, the different types of units, and answering any questions that we had. Joseph was so kind and interested in our situation, offering many options. We subsequently chose a new unit, and scheduled installation for May 30th.

Joseph called the morning of installation stating the team was running a little late, but would be to our house ASAP. Joshua and Junior were the installers, who worked diligently in the heat, going above and beyond the call of duty to install the 4 ton American Signature air conditioning unit that we chose. They did more than we expected, were very courteous, and we were overwhelmed with how efficient they were. We explained the thermostat, the different features and accessibility. We noticed a significant improvement in the humidity level in the home within 30 minutes, which also made the home feel cooler. The unit looks better and was more professionally installed than when we first moved to the state of Florida and our home 11 years ago. This team was extremely professional.

It was such a pleasure to work with people with the standards, ethics and integrity that you and your whole staff showed. We will recommend this company to everyone we know who is in need of repair or replacement of air conditioners. God bless all of you and continue to watch over yourselves and your business. Keep the values and honesty which all of you exhibited. We are very thankful to have met you, and appreciate a job well done and the personal nature in which you handled our situation. Thank you once again for your service.

Sincerely,
Fran and Charles Thompson