



Johnson Controls, Inc.
Building Efficiency
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September 30, 2011

Mr. Don West
Don West Cooling & Heating, Inc.
5445 Westgate
Shawnee, Kansas 66216

Dear Don:

I am writing this letter to thank you for the outstanding job that you and Brian did at my home replacing my inefficient and antiquated Lennox heating and air conditioning systems with new York high efficiency "Affinity Series" systems.

From both a consumer's perspective and also as a long time Johnson Controls executive, it was very refreshing to see a contractor who refused to take short cuts -- who came in and took a very professional and deliberate approach to the project -- meticulously taking measurements of my home, while going to each register, diffuser and duct, measuring cfm and duct pressures, etc., doing things the "right" way -- applying engineering and science to come up with the appropriate replacement solution. The thoroughness that you and Brian demonstrated in preparing your proposal, prior to beginning the work, was truly exceptional.

Once the installation began, I was extremely impressed by the craftsmanship and the pride in workmanship that you and Brian demonstrated daily while executing the work. I very much appreciate the great care and many courtesies that you and Brian extended over the course of several days while installing the systems. I always felt in the loop regarding the scheduling of the work and the daily progress. I also very much appreciated the many suggestions and options that you brought forward through the entire process. I have been in this business just short of 35 years and I can honestly say that I don't know that I have ever come across an HVAC dealer or contractor that is as customer focused and as meticulous at getting the job done "right" as both you and Brian. Your knowledge of the HVAC industry, local codes, new technologies, etc., coupled with your communicative style and commitment to excellence, truly separates your company from many of the other HVAC dealers and contractors that I have encountered in the marketplace over the course of my career.

In closing, I am extremely proud to have you representing our Johnson Controls York brand. Should you have potential clients that are interested in seeing an example of your work, please refer them to me. I would be happy to show them the systems that you installed at my home, tell them about your approach to the job, and point out to them the many added touches of "quality" that you incorporate into your jobs.

I wish you the best of luck in your future business dealings.

Sincerely,

A handwritten signature in blue ink that reads "Guenther R. Dziuvenis".

Guenther R. Dziuvenis
Systems Regional Vice President & General Manager
JOHNSON CONTROLS, INC.