

June 3, 2020

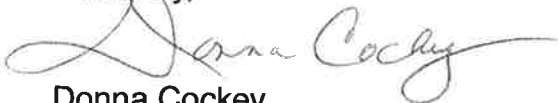
Mr. Michael Geary
Service Manager
Smith Services, Inc.
1306 29th Street
Vero Beach, FL 32960

Dear Mr. Geary:

We have been customers of Smith Services for many years at our home at 540 North Monterey Drive in Vero Beach. We purchased our Lennox Air Conditioning System from Smith Services and have an Annual Maintenance Plan with which we have always been satisfied.

I am writing to commend one of your technicians, Steven, who did an outstanding job for us. Our outside unit was making a loud grinding noise on Saturday, May 30. I called Smith and Steven came to the house that day to check the unit. The fan blade had cracked. Knowing that we would be without air conditioning for a number of days until a part could be ordered and installed, Steven rigged a system that water cooled the unit which allowed us to have air conditioning for what turned out to be four days until he could return with the part today and install it. He could have simply removed the cracked fan, had us wait until a new part was available but he went out of his way to improvise a temporary and quite ingenious solution. His work ethic is commendable and we truly appreciate it.

Sincerely,



Donna Cockey
540 North Monterey Drive
Vero Beach, FL 32963

cc: Steven