

Nick and Judy D [REDACTED]
[REDACTED]
Windsor, CT 06095

May 30, 2023

Shaffer Beacon Mechanical
12 Mechanicsville Rd.
Granby, CT 06035

Attention: Brent Davenport, Owner
David Hrdlicka, Owner

Dear Brent and David:

I am writing to express my sincere gratitude and appreciation for the wonderful experience we had doing business with your company. Your staff has completely removed any concerns I might have had doing business with an unknown company for such a large and expensive job, replacing our air conditioning and heating system.

My first communication with Shaffer was in 2022 with Lindsey. I inquired about your services and costs. She was very sweet, professional and knowledgeable even given that Shaffer and Beacon had merged not long before that. I appreciated her being honest that no new customers were being accepted at that time and that they were trying to service their current customers. She told me to call back in the spring of 2023, which I did. Since then, every single phone call and communication with her has been honest, professional and consistent, something difficult to find these days. She was *wonderful* to work with.

Having lost our previous heating and cooling duo who mysteriously vanished left us seniors at a loss at [REDACTED] in Windsor. I was leery about who would pick up the pieces and service our heating and cooling systems going forward. My 30 years in property management taught me service and reliability is HUGE in choosing any contractor among other qualities. As you've heard the horror stories I'm sure, one has to be extremely careful and do our due diligence with the cost of everything today, having some kind of knowledge about what we want and what it will cost is an absolute necessity.

My first contact that was a referral, failed miserably which made me even more skeptical wanting to educate myself as much as possible before I went forward. I called Lindsey to schedule an evaluation appointment for our HVAC system and later cancelled after she connected me to Jason Brusa, Sales Manager. Admittedly, I was skeptical..I know how sales people operate and admittedly the goal is to sell. Not only was I blown away with him speaking to me for 45 minutes on the phone answering *all* of my questions, he made an appointment to come to my house to look at our systems the following week on May 9, 2023 himself. He spent an hour and a half explaining every inch of our heating and cooling systems, what to look for, how code issues have changed in the last 22 years and what Shaffer could offer us. He didn't try to sell me anything I didn't need and we were able to keep many components including our April Aire system. I have NEVER met anyone so thorough, knowledgeable and professional from start to finish. His ability to explain it to the average person was even more incredible. Clearly, he loves what he does and is very happy working at the Shaffer Beacon

Company. He told me the history of the two companies and their business philosophies which were a match to his own credibility.

I videotaped the entire appointment so I could show my husband. I asked Jason to quote on two different brands of systems. He told me what I had currently and was consistent with what we would need for replacements should we decide to go with his company.

A day later I had two quotes in my email, detailing everything! The scope of work, what the installation would include, costs, terms and conditions and deposit information, just like I requested during our visit. The professionalism? Very very impressive.

At 9:15 May 25th, 4 Shaffer Beacon trucks showed up. The first truck was for the delivery of the heating and cooling system parts. Brian and Brandon were fantastic! Very professional. I loved how careful they were covering our floors that led to the basement and how careful they unloaded all the equipment. They helped the other crew members as needed until they were done. All the old equipment and parts were carefully removed and loaded onto their trucks for disposal. Very sweet guys! **Thank you** Brian and Brandon!

Three other techs/lead men arrived. Rich, Austin and Gideon. Their knowledge, abilities and care from start to finish was beyond *impeccable and meticulous*. I was completely impressed with their knowledge and skills. They are true pros in every sense of the word. Austin told me they would try to complete the entire job by the end of the day (which they did) but they would come back if necessary. He didn't want the job to be rushed, he wanted it to be done right. They worked very hard the entire day and finished by 5:00 just in time to meet my husband. It was a complete joy working with all of these guys for the entire day. They didn't take any breaks and barely took time for lunch. Everything was inspected, double checked and tested. They removed all the boxes and trash and left the basement and outside just as they found it. All my questions were answered before they left. Again, everything was seamless and smooth. I was very impressed at how well they worked together as a team.

The heating and cooling systems are working beautifully! Actually, far better than we ever expected, what a difference 20 years makes! I intend to continue with Shaffer Beacon to do our yearly services going forward. While our Management Company cannot directly advise a homeowner to use a particular business for services, they can pass a name along to any resident requesting information. I will request they pass my information along to the Board members and let them know I would be available for a recommendation from any resident living here. I wholeheartedly recommend your company to anyone considering an HVAC system replacement. There are 82 condos at [REDACTED] and while some have already replaced their systems, there are still many owners who will be needing replacement as time goes on. I will be spreading the word about Shaffer Beacon.

My sincere thanks and appreciation to every single person I have spoken with and met at Shaffer Beacon. It's so refreshing to have found a company that employs trained and trustworthy professionals in this day and age. I am truly grateful for all your help and by the way, the price to replace our HVAC system was fantastic too!

Most sincerely,


Judy D. [REDACTED]

cc: Jason Brusa