

**TRANE
CUSTOMER SATISFACTION SURVEY
INSTALLATION FEEDBACK
AA Schreiber Corp - 8080**

Customer:	Gaston Carlton	CSS Score:	NA
Address:	6742 Banbury Rd. jacksonville, FL 32211	Referral:	Probably Would
Phone:	904-743-0276	Submitted:	04/11/2008
Work Completed:	01/04/2008	Responded:	05/05/2008
Technician:	Anthony St. John Mike Gonzales	Survey Ref#:	0002204296

Thank you for your commitment to customer satisfaction. Please call the survey center at (877) TRANE-20 if you have any questions regarding this report.

SURVEY RESULTS:

1. Primary reason for purchasing?
2. What sources did you use to obtain information about Trane's heating and air conditioning systems?
3. Important factors for selecting system?
4. How did you find the contractor?

CUSTOMER RESULTS:

- Breakdown of the Previous System
- Heating and Air Conditioning Contractor, Other
- Quiet Operation, Warranty, Energy Efficiency, Reliability
- Advertisement, Telephone Book/Yellow Pages

CUSTOMER SATISFACTION SURVEY (CSS) SCORE IS BASED ON THE RESPONSES TO THE FOLLOWING QUESTION ONLY.

5. How would you rate your satisfaction with the contractor personnel in the following areas?

a. Overall Satisfaction	No Answer	
b. Prompt	Very Satisfied	10
c. Courteous and Friendly	Satisfied	9
d. Took Time to Understand My Needs	Very Satisfied	10
e. Knowledgeable	Very Satisfied	10
f. Kept My Home Neat and Clean	Very Satisfied	10
g. Explained the Operation & Maintenance	Satisfied	9
h. Explained Equipment and Labor Warranties	Very Satisfied	10
i. Completed the Work in a Timely Manner	Very Satisfied	10
j. Answered Questions to My Satisfaction	Very Satisfied	10

Total Customer Satisfaction Survey Score:

NA*

6. Would you recommend the contractor to your friends or family? Probably Would

* For more information on how score is calculated, consult the help area on main menu.

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7. Did the contractor offer you options that could improve the air quality in your home? Yes
8. During the in-home consultation, did the contractor:
- a. Ask if there are any uncomfortable rooms that are too hot or too cold? Yes
 - b. Ask about your typical thermostat settings in the summer and winter? Yes
 - c. Ask if you are concerned about the humidity level in your home? No Answer
 - d. Measure and evaluated the type of windows/doors/insulation in your home? No
 - e. Inspect the ductwork in your home? Yes
 - f. Provide a Trane product brochure? Yes
 - g. Provide a written proposal or cost estimate? Yes
9. Did the contractor offer you:
- a. Multiple energy efficiency options? Yes
 - b. Trane CleanEffects™ air filtration system? Yes
 - c. Financing options? No
 - d. Trane Optional Extended Warranty? No
 - e. Service or Maintenance Agreement? Yes
10. Did the contractor conduct a post-installation follow-up and address any questions? Yes
11. Please share any additional comments or describe in your own words your overall experience.

Customer comments:

Please share any additional comments or describe in your own words your overall experience.

*Very Satisfied with Contractor
and unit installed*



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