

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

| | | | |
|------------------------|--|---------------------|-------------------------|
| Customer: | MEISTER DAVID | CSS Score: | 100 |
| Address: | 2362 CASEY LN JAKSONVILLE, FL 32043 | Referral: | Definitely Would |
| Phone: | 904-284-0346 | Submitted: | 02/21/2008 |
| Work Completed: | 02/21/2008 | Responded: | 04/02/2008 |
| Technician: | Anthony St. John Michael Gonzales | Survey Ref#: | 0002150398 |

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
- Friend or Family Member
- Good Value for Money, Improve Air Quality
- Advertisement

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 | Very Satisfied | 10 |
| b. Prompt | Very Satisfied | 10 |
| c. Courteous and Friendly | Very Satisfied | 10 |
| 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 | Very Satisfied | 10 |
| 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:

100*

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

Definitely Would

TRANE
CUSTOMER SATISFACTION SURVEY
INSTALLATION FEEDBACK
AA Schreiber Corp - 8080

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? Yes
 - d. Measure and evaluated the type of windows/doors/insulation in your home? Yes
 - 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? Yes
 - d. Trane Optional Extended Warranty? Yes
 - 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.

Excellent customer service by sales and technician



80002150398



Data Recognition Corp.-1C8028-8537-54321

© 2007 Trane. All rights reserved.