

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

Customer:	Linda Alverson	CSS Score:	99
Address:	2667 Paul Avenue Jacksonville, FL 32207	Referral:	Definitely Would
Phone:	904-730-3130	Submitted:	10/01/2007
Work Completed:	06/19/2007	Responded:	10/29/2007
Technician:	BRIAN CALVIN DON KNIGHT	Survey Ref#:	0001960197

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, Heating and Air Conditioning Contractor
- Trane Reputation, Reliability
- 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	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:

99*

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

Definitely Would

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7. Did the contractor offer you options that could improve the air quality in your home? No
8. During the in-home consultation, did the contractor:
- a. Ask if there are any uncomfortable rooms that are too hot or too cold? No
 - b. Ask about your typical thermostat settings in the summer and winter? No
 - c. Ask if you are concerned about the humidity level in your home? No
 - d. Measure and evaluated the type of windows/doors/insulation in your home? No
 - e. Inspect the ductwork in your home? No
 - f. Provide a Trane product brochure? No
 - 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? No
 - 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.

The contractor was new to this type of unit + was very honest about it. I feel they were as helpful as was possible under the circumstances. I think you will find them to be honest + direct ~~and~~ dealers for Trane.

I do have to say that the Carrier unit I had before didn't seem to run on such a constant basis as the Trane + seemed to cool a bit better. I'll be interested to see how it stacks up in the winter months.



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