

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

|                        |  |                     |                         |
|------------------------|--|---------------------|-------------------------|
| <b>Customer:</b>       | <b>BILL ROWE</b>                                     | <b>CSS Score:</b>   | <b>100</b>              |
| <b>Address:</b>        | <b>433 BRIDGEVIEW TER<br/>JACKSONVILLE, FL 32259</b> | <b>Referral:</b>    | <b>Definitely Would</b> |
| <b>Phone:</b>          | <b>904-230-4870</b>                                  | <b>Submitted:</b>   | <b>10/01/2007</b>       |
| <b>Work Completed:</b> | <b>06/01/2007</b>                                    | <b>Responded:</b>   | <b>11/14/2007</b>       |
| <b>Technician:</b>     | <b>BRAIN CALVIN<br/>MICHAEL GONZALES</b>             | <b>Survey Ref#:</b> | <b>0001960208</b>       |

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:**

- Unhappy with Previous System
- Friend or Family Member, Heating and Air Conditioning Contractor
- Trane Reputation, Quiet Operation, Temperature Consistency, Energy Efficiency, Improve Air Quality, Reliability
- 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?**

|   |                       |           |
|---|-----------------------|-----------|
| <b>a. Overall Satisfaction</b>                      | <b>Very Satisfied</b> | <b>10</b> |
| <b>b. Prompt</b>                                    | <b>Very Satisfied</b> | <b>10</b> |
| <b>c. Courteous and Friendly</b>                    | <b>Very Satisfied</b> | <b>10</b> |
| <b>d. Took Time to Understand My Needs</b>          | <b>Very Satisfied</b> | <b>10</b> |
| <b>e. Knowledgeable</b>                             | <b>Very Satisfied</b> | <b>10</b> |
| <b>f. Kept My Home Neat and Clean</b>               | <b>Very Satisfied</b> | <b>10</b> |
| <b>g. Explained the Operation &amp; Maintenance</b> | <b>Very Satisfied</b> | <b>10</b> |
| <b>h. Explained Equipment and Labor Warranties</b>  | <b>Very Satisfied</b> | <b>10</b> |
| <b>i. Completed the Work in a Timely Manner</b>     | <b>Very Satisfied</b> | <b>10</b> |
| <b>j. Answered Questions to My Satisfaction</b>     | <b>Very Satisfied</b> | <b>10</b> |

**Total Customer Satisfaction Survey Score:**

**100\***

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

**Definitely 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? Yes
  - 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? 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.

AA DID AN EXCELLENT JOB. I WILL + HAVE REFERRED  
OTHERS TO THEM.



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