

5804 Garden Lakes Majestic
Bradenton, FL 34203
June 10, 2009

Jaime Di Dominico, Owner
N & M Cooling and Heating
6143 Clark Center Avenue
Sarasota, FL 34238


Dear Mr. Di Dominico:

Our N & M Heat Pump was installed on June 2. The work was done on time and we would like to thank the following employees for their outstanding service. First: Rick Kinsella, salesman was courteous and knowledgeable in his description of the new Heat Pump.

Jim and Pedro worked very hard in our hot garage for many hours to install the unit. Robert came the next day to clean and adjust the air vents. Finally, Shawn came a week later to adjust the thermostat and check the room temperatures. He discovered that the thermostat setting was not accurate.

You should be proud of these employees. We appreciate their courtesy and kindness. We have lived in Florida since 1965 and our first heat pump was installed in our home in Anna Maria in 1965 by the N & M Company. Your ownership and management has made a decided difference in the type of individuals who work for you.

Thank you,


Richard and Mary St. John