



13987 Highway 92 ■ Woodstock, GA 30188 ■ 770-594-9096

03/20/2007

Dear Mr. Hudson,

Thank you very much for choosing us to repair of your furnace this past winter. I hope the rest of your winter was warm, comfortable and trouble-free.

As time goes on and your heating and cooling equipment ages, it becomes increasingly common for components and parts to become worn out, which can result in reduced performance and efficiency, and eventually, costly breakdowns. However, many of the problems associated with aging equipment can be prevented altogether if your equipment is regularly and properly maintained by Reliable Heating & Air.

Here are some of the benefits of regular preventative maintenance:

- ✓ Ensures that your equipment is operating at peak efficiency during the hottest and coldest times
- ✓ Helps prevent *costly* breakdowns
- ✓ *Maximizes the value* of your **hard-earned** energy dollar
- ✓ *Early detection* of problems and potential safety hazards caused by old, worn-out or malfunctioning equipment.


Reliable Heating & Air offers a thorough, complete and affordable preventative maintenance service for both your heating and cooling equipment. This can be done as part of our annual Preferred Customer Service Agreement or separately if you wish, although there are significant benefits to becoming a Preferred Customer. As such you would receive 24 hour priority service, 2 visits per year (spring & fall) and a 10% discount on parts.

Just as a reminder, in-home estimates and second opinions are always free and I am available by phone to answer any questions or concerns regarding your heating and cooling systems. My cell number is 404-626-2344.

Please call 770-594-9096, 24 hours a day, 7 days a week and ask for Kim to schedule your spring tune-up today. I personally assure you the same excellent service and value as you received on our previous visit.

I sincerely appreciate the opportunity to earn your business, and guarantee your 100% satisfaction.

Thank you,


Dan Japc
Owner

Get Comfortable with **RELIABLE HEATING & AIR**

EXHIBIT 9