

The Linfield Family
Portland ME 04104

March 16, 2010

Pine State Services, Inc.
PO Box 6308
Scarborough, ME 04070

Re: Heating System Replacement

Dear Lee:

I just wanted to take a moment to thank you for the work Pine State Services recently completed at our home in Portland. You may recall that our steam heating system failed on a Tuesday evening in January when the boiler cracked. We called several vendors in the search of a repair, including Pine State (who we hadn't dealt with before).

Of the four heating contractors who came to the house to give us a quote for repair work, Pine State certainly stood out from the crowd. My decision to convert the heating system was not easy given the cost involved. The financial commitment was daunting, but in the end I made my decision for the following reasons:

1. You were the only contractor who took me seriously when I discussed wanting to look at options for upgrading the entire heating plant to a more modern and efficient system (in fact, of the four contractors, you were the only one who would even give me a quote for anything other than simply replacing my broken boiler with another steam boiler).
2. You were the only contractor who came prepared with letters of recommendation and pictures from previous jobs Pine State had completed as evidence of the quality of your work.
3. You were the only contractor who offered a temporary heating solution to get us through the repair/installation process.
4. You struck the right balance of information, providing me with enough detailed information to make an informed decision, offering options and answering every one of my questions without overwhelming me with minutiae.
5. You actually seemed to know what you were talking about.
6. You made it very clear that the job would be taken seriously, was a priority for Pine State and that you would supervise the entire process. The other contractors left me with the distinct impression I was imposing on their time.
7. You came to the house on Wednesday morning at 9:30 and had your verbal quote to me by that evening. The other contractors also came to the house the same day, but by the time I received their quotes the following week we had already hired Pine State, you had installed the temporary heat and begun the removal of the old system.

We decided to follow your advice and convert to a forced hot water system fed by a gas fired Buderus furnace, 11 Pensotti panel radiators and two Runtel baseboard style radiators. You advised us to install heat in a couple locations we hadn't had heat before. That turned out to be good advice as it evened out the heat in the home. With regard to the installation, I can't adequately explain how impressed I was with the overall experience, but here are a few of the high points:

1. Once your team arrived, they worked carefully and efficiently.
2. Your team took great care in keeping our home clean and orderly. They cleaned up our living space every day so our kids wouldn't have to be careful of tools or materials left around. They also did a thorough cleaning of the basement where they did most of their work before they wrapped up the job.
3. I was especially impressed with how they minimized the damage that occurred during the removal and installation process. I can honestly say the only damage I have been able to find is the holes left in the floor from the previous heating system. This is especially impressive given that our basement was finished with tongue-in-groove wood paneling.
4. Your team took every possible opportunity to minimize the impact of the heating system on the living space. Their ability to feed the flexible pex piping through walls and voids eliminated the need to tear out walls and rip up flooring.
5. The fact that you had a talented carpenter on staff allowed you to disassemble the tongue in groove wood paneling in our finished basement and open up pipe chases in the main house without damage.
6. The fixed price you quoted was actually the fixed price you charged me.
7. By the end of the installation, I was so impressed with the work Pine State did I had you complete two related projects that I had previously planned on delaying for at least a couple of years.

In summary, your work and your team were everything I could have hoped for. I would (and already have) recommended you to anyone considering a new heating system without reservation. You really do get what you pay for, and Pine State was worth every penny and more.

Sincere regards,

John C. Linfield