

April 5, 2013

Quality Comfort Heating and Cooling

147 Gorman Bridge  
Asheville NC 28804-9643

To Whom It May Concern:

I would like to take this opportunity to offer my appreciation and positive reference to Mikhail Lebed and his company of qualified, diligent, and caring individuals. Primarily this in regards to the outstanding job Quality Comfort recently did in the exchange of my oil furnace and ducts. In less than one week from receiving the estimate Quality Comfort was in my home removing the archaic oil furnace and replacing with a 15 SEER heat pump and air handler. While estimated to take 2-3 days, the installation crew and start-up work were done in just under two days. My wife and I could not be happier with the system along with the overall work ethic of the Quality Comfort team.

Not to digress, but I came to know Quality Comfort about seven years ago when my family and I were dealing with a home warranty company over the outdated furnace mentioned above. We own an older home, our first home, that we just cannot sale. Needless to say the home was outdated in the HVAC (no AC) and electric disciplines. But back to my original point, shortly after Christmas 2006 the blower assembly of the oil furnace disintegrated on a Sunday afternoon. Two months later, many promises, and excuses from the original HVAC service contractor dispatched to fix my problem I was at my wits end. After a long and trying day in mid-February 2007 I told the warranty company to find someone else or plan to replace the entire furnace. Later that night, a Friday I might add, Mikhail contacted me on behalf of the warranty company and within 2 hours had a technician retrieving the blower assembly to be rebuilt. The next morning around 9-10am (12-15hrs later) the technician returned and installed the piece. I can validate for anyone that cares, until the departure of the furnace on April 2, 2013 we never had another issue with the oil furnace's heating performance.

Through the years I have called upon Quality Comfort for routine service and tune up's each Fall. Each year I have vowed to finally upgrade to a heat pump verses opting to drag out window AC units in the summer. After a couple long thoughts and meeting with Mikhail I decided to make the plunge to upgrade both my electrical and HVAC systems this year. In less than a week from estimate, a recommended electrician (Advanced Electric of WNC-Slava Tumash) of Mikhail and the Quality Comfort team had my house updated. I have been in the construction industry as a Project Manager for over 10 years in all the sectors of public, private, commercial, and international work. I have come across a wealth of individuals in my career; none are as superior as Quality Comfort in work ethic, timeliness, or just general skill/abilities. Without a doubt I recommend Quality Comfort to anyone and will strongly consider using them for my future personal and professional endeavors whenever possible.

Sincerely,



Philip Banks  
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Project Manager-Kazi Investment Group