

Diane,

I really thought concepts like “customer service”, “professionalism”, “courtesy” were ideas from the past, ...but Dunedin Refrigeration has proved me wrong.

My recent experience with your company was one of the most pleasant I have had in some time. My old A/C unit died and your technician Dave came out on a Saturday and filled me up with some freon (following a previous service call) at no charge! After he analyzed my system as “ready for the A/C graveyard”, he put me directly in touch with Bob King to get me set up with a new system.

Bob was an absolute joy to work with by coming out to my house the next day(Sunday) and recommending a system that was exactly what my house called for. He explained everything to me in great detail so I could make the best choice. There was no high pressure sales pitches to buy a more expensive unit, just good solid advice on what was right for my needs. Bob did everything to make things convenient for me and quoted me a fair price right from the start. You don't know how refreshing that is!

The technicians who installed my new system(Dan and Peter) did an outstanding installation and cleaned up every bit of mess before they left. I couldn't even tell that anyone had been in the house. I inspected the work myself and found the installation was flawless with alot of attention to details.

Please thank your team for the outstanding sales/service. I love my new Trane A/C system, it is so quiet and has been running great. I look forward to receiving more outstanding service during the upcoming years via standard service calls.

I will gladly be recommending you to everyone I know.

thanks again,
Marc Jones
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