

Dave,

I just wanted to take a moment to give you some feedback on my experience with Sigma after working with you for about a year now.

Last spring, when I was searching for a HVAC contractor to participate in my renovation project, I discussed my goals and objectives with three potential contractors. Of the three I solicited proposals from, you were ultimately not the least expensive but you listened to what I wanted to accomplish, made intelligent suggestions on things to consider and developed a design proposal that was rational and well thought out. That is why you were selected.

Once we got the work started, your installation team was on site on a timely basis and worked good long days with and around myself and other contractors. Your team really contributed to getting the entire project done on schedule. They were creative in finding workarounds for those little surprises you get during a renovation and no one complained about the challenging location I picked for the condenser unit outside. I was also impressed with their workmanship on the ductwork in that attic with all the joints well sealed with mastic instead of duct tape. Most importantly, throughout last summer, the system operated exactly as designed keeping the entire house comfortable on the most humid days.

This spring Jeff came out to do a annual service and cleaning. I shadowed him the whole time, peppering him with questions, so that I would be able to maintain the system between visits from Sigma. He was very straight forward and helpful with his explanations.

Finally, I would like to thank you for your responsiveness and going the extra mile calling Carrier to discuss the Marshfield Energy Challenge proposal. It would have been much easier for you to just say "if you do anything to the system you will void the warranty" than it was to call them, discuss the options and determine that condenser switching would be no problem and then get back to me (on a weekend) to tell me. I really do appreciate the extra effort you put in even after the sale is made, the job done and the bill paid.

Please feel free to add me to your reference list.

Thanks again,

Marty Smirlock
Cornwell Hill
Marshfield, MA