



Customer Comments



Here's Why Our Customers Feel Good About Us...

©Vest, Inc.

Your
Environmental
Investment
Choice.

Dear Mr. Ruch,

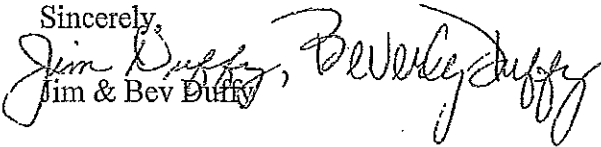
I feel compelled to write this letter because of the total satisfaction I have with the services your company has provided. We upgraded our dying furnace and useless swamp cooler to a very energy efficient heating and cooling system.

We started our quest by getting five bids from other "big name" outfits here in Albuquerque, but none of the contractors had the knowledge or expertise that our consultant, Paul Marcucci, possessed. He did a thorough inspection of the house and what our actual needs were. Many contractors were trying to push me into a 5 ton furnace when, in fact, I only needed 4 tons. He also explained the benefit of going to a hybrid heating and cooling system as opposed to conventional heating and cooling. His low key, professional presentation was so good that I cancelled the two remaining bids and signed the contract the following Tuesday.

Your commitment to customer satisfaction is definitely a positive factor in this increasingly competitive market. You can count on us giving you nothing but extremely positive reviews should we ever be contacted by a prospective client. Please feel free to use this correspondence as a letter of commendation.

Thank you very much for a totally positive experience. Your company is truly top notch.

Sincerely,


Jim & Bev Duffy

Sent via email

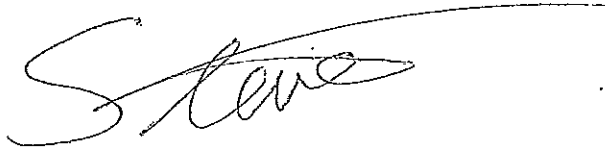
Paul –

I had five contractors estimate the job, all representing the best brands of equipment. You were the only estimator who actually measured the house, inspected my insulation and windows, and used a computer to calculate the required equipment size. The furnace and air conditioner we installed were smaller than recommended by the other contractors, but the system has worked great. During the 6 weeks since installation, we have had some of the coldest temperatures on record – down in the low teens – and the furnace has kept the house very comfortable. Not only that, the Scott Ruch installation crew did an absolutely great job. The installation is neat and clean, both inside the furnace closet and outside at the air conditioner. I can tell that your company is very professional and takes pride in their work. Scott Ruch himself came out during the installation and also for a final inspection.

Thanks for the great job!

Dudley Vines

We have been Ruch customers for 4 years; your company has installed 2 evaporative coolers and a new water heater, has done the start up and shut down of the coolers and the furnace, installed a new water heater and done numerous plumbing jobs in the house. In all cases, the Ruch employees have provided outstanding service with a consistently courteous attitude. We intend to rely on Ruch for our plumbing, heating, cooling and electrical work.



Stephen Maechtlen

I wanted to tell you how pleased I was with the installation of my furnace/air conditioner combo unit last month. I was very impressed with the work done by all involved--Paul Marcucci, Mike Avellano and the rest of the guys who did the work. It was done when promised and most importantly, completed when promised, without my having to miss a day without heat. So far all is working quite well.

I intend to continue to use your firm for all my future plumbing and electrical needs. Also, I have already passed your firm's name on to several friends. Thanks again.

Sincerely,
LINDA S. BLOOM

Dear Mr. Ruch;

We would like to submit this letter in appreciation of your fantastic employees. From the onset of our quest to convert our house to refrigerated air we were introduced to Paul Marcucci, who provided the most comprehensive and professional estimate of all who participated. Upon acceptance of his bid, we notified him and he provided us with a contract to install the new furnace and air conditioner. We were then notified of an installation date. The installation crew, headed by Brandon Repichowski, was professional, efficient, and immediately went to work replacing the furnace to insure that we did not have to go without heat.

We have so greatly appreciated your company, employee professionalism and attitude that we have recommended your company to friends who are considering having their homes converted.

Sincerely,



Robert & Jo Wagner

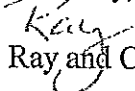
Dear Mr. Ruch:

I want to take a moment to convey to you and your team our thanks for all that you did in making the installation of our new heating and cooling system go as smoothly as it did. The installation was first class and we are enjoying our refrigerated air. I am confident that we will be just as pleased, and comfortable, when winter comes and the heat goes on.

The quality of the workmanship was exceeded only by the courtesy and professionalism of your staff. Paul, Brandon, Bill, and their helpers all made sure to take into account and respect our recommendations and to minimize the impact on our home and daily lives. Your front office staff was also most friendly and efficient in providing paperwork that I required. Finding a company with employees who sincerely care about the customer these days is not easy.

You have a top notch crew and you have a future customer.

Sincerely,


Ray and Carole Orr

If this, my first experience with your company, is any indication of the level of service you provide to your customers, I have no doubt that if I have any troubles with my new furnace, you will handle them appropriately. Your company left me with the feeling of well-being, which (to steal from Visa commercials) is priceless. When I look for someone to upgrade my cooling system or perform any additional plumbing work, my search will begin and end with Scott Ruch Inc.

Sincerely,

Juan A. Torrez
7701 Pennsylvania Ave NE
Albuquerque, NM 87110
(505) 263-3223

I especially wanted to thank Paul Marcucci for his professionalism and knowledge of cooling and heating. He was very helpful and educational to me on heating cooling options for my home. I also would like to thank you for a quick and professional install by your technicians.

I was also very impressed with the professionalism of technicians Blake, Mike, and Jake. I also appreciate your team's ability to coordinate the install with my roofing and re-stucco project contractors.

Again, thanks for a job well done and I will definitely recommend your company to my friends and associates.

Best Regards,



Bradley K. Scott

1
Just a note to thank you
for the new heating system at
my daughter's house on Thompson
Loop. Your troops did a fine
job of keeping things on track
and going right. Paul, Gary and
Michael are the ones deserving of
special mention. And, of course,
you were kind enough to look in
on the proceedings too.

Sincerely,
John Puller

My wife had worked with PNM for 20 years, and has had occasion to see a lot of installations. She was astonished at the workmanship of your staff, and the quality of even the minor materials used. If anything, the furnace room and garage look more attractive after your work than before. One of the city inspectors mentioned in passing that he was not surprised at my satisfaction with the workmanship.

You got the bid for a number of reasons. Out of four firms which bid, Paul did the most thorough job by far, and explained my options in an honest way. He was the only one who gave me an actual price on a 15 SEER (as opposed to a 13 SEER) unit, and who actually specified the equipment model to be installed. Two actively discouraged me from even thinking about a higher SEER machine. One firm sent a man who spent 15 minutes and then sent in a bid at \$9800; one did a thorough go-through of the house and system, proposed a lower bid at \$6000, but did not specify a model. When I followed up, the model eventually quoted was a low-end older machine.

You do exceptionally good work. Thanks, and keep it up!

Sincerely,

Hugh Horan