



Dear RSP Heating & Air:

As a Trane Comfort Specialist, you recognize the importance of exceptional customer service and satisfaction that leads to keeping your customers comfortable in every respect. From the clean and comfortable air you bring into their homes to the attentive service and quality work that you provide, you emulate the Trane promise.

When the Comfort Specialist program began ten years ago, it was designed to identify and single out contractor customers like you for special recognition and give our Comfort Specialists the support you need to promote your excellent reputation. It is a distinction that cannot be purchased; it must be earned.

Your dedication to employee training, continued positive feedback on customer surveys, and consistently high customer referral rates are what make you a Comfort Specialist.

These characteristics embody the spirit of the Trane brand and we are proud that you have elected to identify your business with our name. Furthermore, the fact that you re-earn this distinction year after year says that your excellent consumer satisfaction is as consistent and reliable as your reputation and the equipment you have chosen to sell.

We have enjoyed mutual success over the years, and I want to thank you for your participation in the Comfort Specialist program as we mark its tenth anniversary. With your continued support, we look forward to many more years of premier customer satisfaction. Thank you, not only for allowing us to earn your business, but also for the way that you nurture your reputation and always strive to improve.

Sincerely,

Dave Pannier
President
Trane Residential Systems

CELEBRATING TEN YEARS OF ADDED COMFORT THROUGH SATISFACTION