

Problem... Solved

Service options key selling point for loyal customer

A loyal AA Air customer for nearly a decade, David Roberts once again turned to the Knoxville-based company this past July when he discovered that the home's air conditioning and heating system needed to be replaced.

"It was an oddball situation," says David, who is a retired mechanical engineer. Because of the location of the



unit, David says he knew the installation of a new system would be complex.

"Donna called me one day like a kid in a candy store," he recalls. "You'd thought she'd just won the lottery. She told me she had found an engineered solution to fix our problem."



AA Air eventually installed a Trane compatible water to air heat exchanger, effectively solving the problem.

"The new system has far exceeded our expectations," David says. "We have gone through our first winter with the system and we've never been happier as homeowners."

David says that among the many other reasons he has been a happy member of AA Air's Custom Comfort Club are the facts that the company has "very competitive pricing" and the customer service is tailored to each customer.

"That's why I enjoy working with AA Air," David says. "Donna always has ideas and gives us options."

"Plus, the techs that work for them have been with them forever," he says. "We know them on a first name basis now. That's why we've had no reason to change. We are totally satisfied."



Donna Kimble with AA-Air

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