

Harlow
Essex
CM18

16 February 2006

Mr P Husk
Aquatech
5 Woburn Avenue
Bishop's Stortford
Hertfordshire
CM23 4PW

Dear Mr Husk

We felt we had to write and say 'Thank you' for a job well done. Having received your original estimate, which we agreed to accept, you turned up promptly to start the job of removing our old back boiler and replacing it with a new condensing combination boiler, plus four new radiators and removal of the hot water cylinder and cold water storage tank. Even though the job did not turn out as straight forward as was originally thought (due to the way the original heating was installed) you met the challenge and explained at all times what action you were taking along the way. This in itself was reassuring. The work was completed in the time given, to a very high standard, and we can't get over the difference it has made to not only the hot water supply but also the heating. When we turn it on it is almost instant and constant throughout the house! And of course we have that all important Corgi certificate.

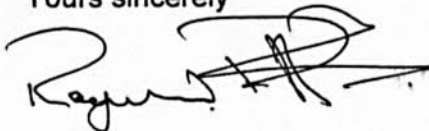
When we had to call you with a query after the work had been completed we received prompt, helpful assistance - something we thought could be a major problem was in fact something quite minor and easy for us to solve - a press of a button!!!

On another matter, totally unrelated to the central heating, when we had a gas leak you responded very quickly and it was good to have someone with experience, who we trusted, when Transco arrived.

We have had no hesitation in recommending your company to our friends and have to say we are more than happy to have had the work done by you. It is good to have a company that is reliable and one that believes that customer and after-sales service is important.

Thank you again.

Yours sincerely



Mr and Mrs R Paffett