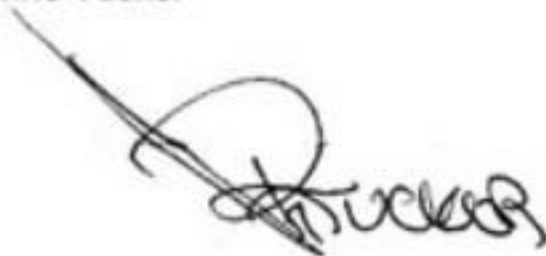


Thanks Kim from American Air. Our thirtyfive year old a/c and heating system reached it's last leg, we entertained bids from five major heating and air contractors in the Redding area. Kim was kind enough to give us advice on keeping our worn a/c running until he could come out to our home. Much to our happiness, Kim's bid with quality Lennox equipment was \$700 less than anyone else's. Thanks to Kim, we are cool, happy, and feel like we have made a sound investment. We highly recommend Kim Orr and American Air to anyone who wants professional service at an affordable price.

Richard and Suzanne Tucker

Redding, Ca.

A handwritten signature in black ink, appearing to read "Richard Tucker". The signature is written in a cursive style with a large, looping initial "R".