

NJBI Trust c/o Karl Barbacki
36 Brookline Avenue
Holyoke, Mass. 01040-1805
December 30, 2009

Clark HVAC Services, LLC.
P.O. Box 305
Feeding Hills, Mass. 01030

Gentlemen;

I am writing this letter to say 'Thank you' for your repair of the boiler ignition problems at our 720 Hampden Street property. For twenty years almost from its installation I've had a problem with the dual fuel ignition shutting down. During that time I've spent a small fortune with every 'repairman' that I could find in an attempt to solve the problem. All that these 'repairmen' knew how to do was to write bills and cash my checks. The last one told me to just buy a new burner for about \$9,500.00 .

Fortunately I was referred to you by the burner manufacturer and in a couple of hours one afternoon the twenty year problem was diagnosed and fixed.

The added bonus was that in solving the ignition problem by tuning up the burner our fuel consumption was reduced by 25% . Your repair services have been responsible for providing me with my first headache free heating seasons in decades.

When it came time to make a decision as to who we would consider as the contractor to replace our outdated heating system at 72 Congress Avenue in Holyoke there was no question but that you folks would be the only ones that I could trust to do the job.

Heating contractors with your capabilities are truly rare, I'm very glad that I found you.

Gratefully,



Karl Barbacki