



October 22, 2007

Mr. Sotelo,

Regarding the heat pump system installed in your residence at 1520 Glasgow Drive, Cambridge, MD. Per my letter addressed to you, dated October 24th, 2006, we agreed to extend our warranty to you through the summer of 2007. In this letter I explained that the air-conditioning system is designed to maintain seventy-five (75) degrees (F) dry bulb indoors at ninety-five (95) degrees (F) outdoors, with an inside relative humidity of fifty (50) percent. I further explained that we had made air flow adjustments and refrigerant charge adjustments to improve system capacity in the summer of 2006. No further requests for service or complaints about your system were received by my company until September of 2007, after the end of summer and the end of your extended warranty period.

The HVAC system installed in your home has met and passed exhaustive design and installation checks, two on-site inspections and an evaluation of the design and engineering data by the Cambridge department of inspections. Mr. Sotelo, I believe that we have met the normal criteria for the design and installation of the HVAC systems in your dwelling. However, we are committed to total customer satisfaction for you as well as Real Estate General.

Therefore, I will contact you within the next sixty days to schedule the replacement of your heat pump system with a two and a half ton unit per your request, dated October 2, 2006. This will release my company from any and all warranty commitments to this project. Please sign below and return to my office to accept this proposal.

Mr. Sotelo

Date

Mrs. Sotelo

Date

Respectfully,

Thomas R. Owens
Thomas R. Owens, LLC

Thomas R. Owens, LLC

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