



January 5, 2020

Dear Valued Customer:

I would like to take this opportunity to thank all my loyal customers for allowing me to provide your HVAC needs over the years. Since my customer base has expanded, and my desire to provide you with additional services and technology, I am proud to announce that Hottinger Geothermal is joining forces with Federal Elite Heating & Cooling, Inc. , also a WaterFurnace Geopro Master dealer, with locations in both Dresden & Pataskala, effective January 5, 2020.

During this merger, we will continue to build upon their long tradition of superior customer service & product offerings with increased personnel, product & technical support. I am on staff with Federal Elite for both service and sale; I will still be reachable on my cellphone as before, and the office number will now ring into Federal Elite's dispatcher.

With over 30 years in the heating & cooling business, Federal Elite Heating & Cooling, Inc. is dedicated to providing the best possible service for you, your family, or your business. You can count on them to provide you with a system and solution that fits your unique needs, they have installed many systems in the area over the years, which has earned them a reputation for doing the job right the first time. Each employee is trained to see your job through from start to finish, making sure your system performs at its highest standards.

Our alliance with Federal Elite gives us access to state-of-the-art business systems, tools, products & services and regular pre-paid maintenance plans. I, along with Federal Elite's current staff of 40 members, will work to ensure your needs are met with the highest level of service. It will give us the opportunity to provide you with quick, professional service and complete maintenance agreements to keep your systems operating at peak efficiency. It's all part of the tradition of service – assuring your complete satisfaction always.

Either another technician or I will arrive in a Federal Elite Heating & Cooling vehicle, but always with the same great service you have come to expect. We are looking forward to working with each of you as we head into the future. Feel free to call with any questions you may have and again thank you.

Sincerely,

Ron Hottinger

Hottinger Geothermal