

**Complaint**

**From:** "Danh Nguyen" <[REDACTED]@hotmail.com>  
**To:** "complaint" <complaint@fwbbb.org>  
**Sent:** Tuesday, June 26, 2007 6:35 PM  
**Subject:** Re: Reply from A1 worcester

To BBB:

ARE YOU SATISFIED WITH THE COMPANY'S RESPONSE? YES \_\_\_ NO X

**IF YOU ARE NOT SATISFIED, PLEASE STATE WHY:**

After reviewing the response from A1-Worcester Air, I believe it is inaccurate and also proven that Mr. Worcester (the business owner as service repair person that day) has either intentionally to scam his customer or has little knowledge on how the AC system works based on the following reason:

1. My A/C system has been diagnosed by 2 professional AC service repair company (Sears, TEAM AC/Heating Service) couple weeks before A1-Worcester Air and both had determined that the outside unit compressor system is still running and in good working condition, only problem is no more freon in system due to a leak some where at the coil of the inside unit located on the attic. The compressor system is protected by a shutoff valve to prevent the compressor from damage if it is running when low or NO freon. Service men from both company did performed by-pass test to bypas the shutoff valve to verify the compressor and the run capacitor are still working. Mr. Worcester did not performed any test to diagnose the system rather than just simply determine the run capacitor is bad even without the 230V to power the system turned ON.
2. He had never quoted me for the price before he replaced that capacitor, the price was revealed only after the service is done.

The purpose of the complaint is to prevent Mr. Worcester and his A1-Worcester Air company from further scamming other customers.

Berst Regard,  
 Danh Nguyen  
 [REDACTED] Dr.  
 Arlington, TX 76001  
 [REDACTED]

----- Original Message -----

**From:** complaint  
**To:** [REDACTED]@hotmail.com  
**Sent:** Thursday, June 21, 2007 11:16 AM  
**Subject:** Reply from A1 worcester

Subject's response to your complaint is indicated on the attached. After reviewing it, if you believe it is inaccurate, unfair, or incomplete, please advise the BBB in writing by returning the form below.

Please complete the form and return it to our office within ten (10) days. Otherwise, we have no alternative but to close the file on this matter.

Unless you hear from us differently, your return of this form will also close the file.

ARE YOU SATISFIED WITH THE COMPANY'S RESPONSE? YES \_\_\_ NO \_\_\_

**IF YOU ARE NOT SATISFIED, PLEASE STATE WHY:**

6/29/2007