

**Better Business Bureau
at Fort Worth**

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Serving Tarrant, Johnson, Hood,
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CUSTOMER COMPLAINT

APR 15 2008

Important! Complete All 4 Sections * Write Firmly

1	Date Problem Occurred 3-25-08	Dates You Complained 3-26-08	To Whom Robert Worcester A-1 WORCESTER AIR ROBERT WORCESTER HEATING & AIR	Product or Service Involved A-1 WORCESTER AIR HEATING & AIR
	Brand Name or Mfg. CARRIER 3 TON CONDENSATOR	Model Name or Number MH38TKB036310 SH 1101E25034	Date Purchased 10-30-07	Order, Contract, Acct, etc. No.

2	Company Phone No. 817 784-9230	Customer Home Phone No. 817 496-0007	Customer Work Phone No.
Company Name * Address * City * State * Zip A-1 WORCESTER AIR HEATING & AIR CONDITIONING Lic. No. TACB106340 P.O. BOX 183911 ARLINGTON TX, 76094		Customer Name * Address * City * State * Zip ROOSEVELT CATHER 2110 ENGLISH OAK DR. ARLINGTON TX 76016	

3 What is your complaint?
(Be sure to enclose photocopies of contracts, receipts, cancelled checks or other relevant documents)

MY COMPLAINT IS THAT MR ROBERT EMPLOYEE OR HIS HELPER THAT INSTALLED THE 3 TON CONDENSATOR UNIT ON 10-30-07 HE DID NOT CHECK THE INSIDE THERMOSTAT TO SEE IF IT WAS WORKING PROPER HE INSTALLED THE UNIT IN THE WINTER TIME IT WAS VERY COLD THAT DAY HE JUST TURN THE THERMOSTAT ON AND LET THE UNIT RUN FOR 2 MINUTES AND SAID IT IS WORKING FINE SO WHEN I RENTING THE HOUSE FEB. 1 08 FROM THE TIME HE INSTALLED THE UNIT WAS NEVER USED UNTIL THE TREATED MOVE IN HE TURN THE UNIT ON FOR THE FIRST WHICH WAS ON 3-25-08 AND DID NOT WORK I CALL MR ROBERT AND TOLD HIM THE UNIT IS NOT WORKING HE TOLD ME THAT IT WAS ONLY 30 DAYS WARRANTY HE WOULD NOT GO OUT TO SEE WHAT WAS WORKING SO I HAD TO GET SOMEONE ELSE TO FIX THE UNIT HE CHARGE \$650.00 SERVICE CALL & 20.00 BECAUSE THE FREON WAS LOW HE DID NOT CHECK TO SEE IF THE FREON WAS LOW.

4 What settlement would you consider fair?

THE \$85.00 I HAD TO PAY FOR SOMEONE ELSE TO CORRECT THE PROBLEM AND INCONVINCED MY TREATAD FOR 3 DAY WITH OUT AIR THE TOTAL \$250.00

Your Signature: *Robert Worcester* Date: 4-15-08