



David Martin

Post Office Box 11387  
Green Bay, Wisconsin 54307  
920-490-3104  
david@hjmartin.com

11/22/15

Dear Ken & Ma,

I was very impressed with Dan the technician. Although I was not there when he serviced the house, he called, communicated well and let me know what was done after completion. His service was great.

Thanks again,  
David

Just A Note

Thank you for the  
excellent service and  
quick response to  
our heating problem.  
We will certainly  
recommend "Anna" to  
our friends.

Jan & Sylvia Thake

Thank you!

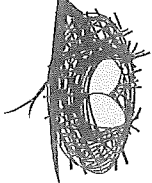
Nice Job Done!

515862

Thanks

Jim





I want to thank you for  
 looking into the uncertainty for  
 me. I know why my husband  
 Ed was such a big fan of  
 AMA. Great People Great Service

Thanks again,  
 Sue Van Bortel

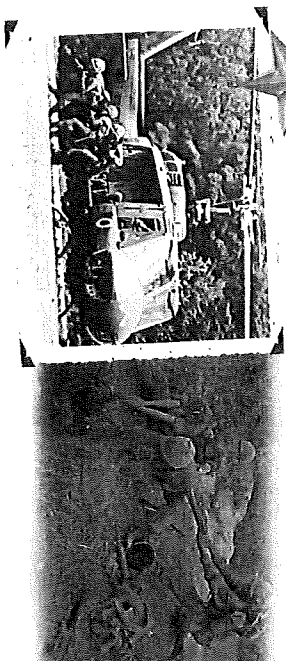
AMERICAN HEROES: THEN & NOW...

John H Heezen

Thank you so much  
 for sending someone  
 over so quickly for  
 me. I believe will  
 get him back. He was  
 so nice and so professional.  
 That impressed me a great  
 deal. He may be watching  
 our service to you.

John Heezen

Vietnam War





HEATING & AIR CONDITIONING  
 710 Lombardi Avenue • Green Bay, WI 54304  
 (920) 494-5952 • FAX: 494-1469  
 www.amaheating.com

*Thanks for the  
 great response*

Invoice #: S77537  
 Invoice Date: 06/21/16

TIM BRENNAN  
 819 N LOCUST ST  
 GREEN BAY WI 54303

Re: Service Performed At  
 TIM BRENNAN  
 819 N LOCUST ST  
 GREEN BAY WI 54303

Site # : 10687-001  
 Acct # : 10687  
 BATCH :

Karen Collins  
 621-3345

*Thank you!  
 Karen Collins*

*and come anyway.*

*you did not know me*

*really nice so that*

*a great job. What did*

*so quickly and he did*

*had some on location*

*"Thank you". You*

*Just a note to say*

W.O. Date  
05/16/16

Call Slip #  
108822

P.O. #

Salesman | Terms  
DUE

Contract #

DESCRIPTION  
=====

Reported by: Kathy  
Trouble Code: RES - RESIDENTIAL CALL  
Relight pilot for gas fireplace.

Cleaned pilot assembly and lit the pilot. Cycled and checked operation of the fireplace.

05/16/16 1 SUPR R/T 1.00 HRS @ 82.00 82.00

*Nathan is great!!*

*William Appel*

LABOR 82.00

TAX 4.10  
-----

TOTAL \$ 86.10

DUE UPON RECEIPT. PLEASE PAY FROM THIS INVOICE, NO STATEMENT WILL BE SENT.  
Visit us on the web at [www.amaheating.com](http://www.amaheating.com)  
Follow us on Facebook!

As required by the Wisconsin construction lien law, Ama notifies you that persons or companies performing, furnishing, or procuring labor, services, materials, plans, or specifications for the construction on owner's land may have lien rights on owner's land and buildings if not paid. Those entitled to lien rights, in addition to Ama, are those who contract directly with the owner or those who give the owner notice within 60 days after they first perform, furnish, or procure labor, services, materials, plans or specifications for the construction. Accordingly, owner may receive notices from those who perform, furnish, or procure labor, services, materials, plans, or specifications for the construction, and should give a copy of each notice received to the mortgage lender, if any. Ama agrees to cooperate with the owner and the owner's lender, if any, to see that all potential lien claimants are duly paid.







710 Lombardi Ave  
Green Bay, WI 54304  
Phone: 920-494-5952  
Fax: 920-494-1469

## Customer Survey

JOB #	
16-0042	

**Service Performed At:**

GRIFFIN, TRUDI  
2586 PRESTWICK PL  
GREEN BAY WI 54313

**Invoiced To: #:** 1094

GRIFFIN, TRUDI  
2586 PRESTWICK PL  
GREEN BAY WI 54313

Invoice #: J9901	Inv Date: 03/08/16	Site #: 10945-001
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Thank you for your recent purchase of our products. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:  
(1) being not satisfied and up to (5) being very satisfied.

A. Was the quality of our technician's workmanship up to your expectations?

5      4      3      2      1

B. Was the technician's work area left neat, clean, and orderly?

5      4      3      2      1

C. Was the technician's appearance neat and professional?

5      4      3      2      1

D. Was our technician capable, knowledgeable and on time?

5      4      3      2      1

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

(Yes)      (No)      (With Reservation)

F. The one thing I would like to see you improve in your company is:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Trudi Griffin*  
Customer Signature

4/1/16  
Date

*Al is phenomenal. He helped us pick a system that would meet our needs + provided us valuable information about our home and the way HVAC works in it. He gave us great advice + we are beyond pleased. The guys who installed it went above + beyond - making sure things were done right. Per Al's recommendation they even fixed the exhaust vents going out of the house that were done wrong when the house was built. THAT is phenomenal service. Thank You!*





710 Lombardi Ave  
Green Bay, WI 54304  
Phone: 920-494-5952  
Fax: 920-494-1469

### Customer Survey

JOB #	
16-0050	

**Service Performed At:**

RENTMASTER, GLORIA  
1801 SAHARA DR  
GREEN BAY WI 54304

**Invoiced To: #: 1095**

RENTMASTER, GLORIA  
1801 SAHARA DR  
GREEN BAY WI 54304

Invoice #: J9911	Inv Date: 03/18/16	Site #: 10952-001
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Thank you for your recent purchase of our products. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:  
(1) being not satisfied and up to (5) being very satisfied.

A. Was the quality of our technician's workmanship up to your expectations?

5      4      3      2      1

B. Was the technician's work area left neat, clean, and orderly?

5      4      3      2      1

C. Was the technician's appearance neat and professional?

5      4      3      2      1

D. Was our technician capable, knowledgeable and on time?

5      4      3      2      1

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

(Yes)      (No)      (With Reservation)

F. The one thing I would like to see you improve in your company is:

*You did a superb job and I don't think you could do more... Thank You!*

*Gloria Rentmaster*  
Customer Signature

*3/21/16*  
Date



710 Lombardi Ave  
 Green Bay, WI 54304  
 Phone: 920-494-5952  
 Fax: 920-494-1469

## Customer Survey

JOB #	
16-0041	

**Service Performed At:**

NEUSER, KEN  
 501 S LANGLADE CT  
 GREEN BAY WI 54301

**Invoiced To: #:** 2793

NEUSER, KEN  
 501 S LANGLADE CT  
 GREEN BAY WI 54301

Invoice #: J9900	Inv Date: 03/08/16	Site #: 2793-004
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Thank you for your recent purchase of our products. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) being not satisfied and up to (5) being very satisfied.

A. Was the quality of our technician's workmanship up to your expectations?

5      4      3      2      1

B. Was the technician's work area left neat, clean, and orderly?

5      4      3      2      1

C. Was the technician's appearance neat and professional?

5      4      3      2      1

D. Was our technician capable, knowledgeable and on time?

5      4      3      2      1

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

(Yes)      (No)      (With Reservation)

F. The one thing I would like to see you improve in your company is:

*Just stand back and give yourself a pat on the back. Excellence in every aspect, from office to installation*

Ken Neuser  
 Customer Signature

3/11/16  
 Date

**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108450  
CALL DATE: 3-30-16

CUSTOMER: Beno

AMA IS THE BEST!! D.B.

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1                      2                      3                      4                      5

B. Was the technician's work area left neat, clean and orderly?

1                      2                      3                      4                      5

C. Was the technician's appearance neat and professional?

1                      2                      3                      4                      5

D. Was our technician capable, knowledgeable and on time?

1                      2                      3                      4                      5

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

YES                      NO                      WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

\_\_\_\_\_  
\_\_\_\_\_

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

D.B.  
Customer Signature

4/7/16  
Date

**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

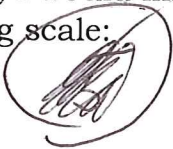
**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108376  
CALL DATE: 3-17-16

CUSTOMER: Quigley

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied



A. Was the quality of our technician's workmanship up to your expectations?

1                      2                      3                      4                      5

B. Was the technician's work area left neat, clean and orderly?

1                      2                      3                      4                      5

C. Was the technician's appearance neat and professional?

1                      2                      3                      4                      5

D. Was our technician capable, knowledgeable and on time?

1                      2                      3                      4                      5

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

YES                      NO                      WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

Did a very good job - contacted me before arrival, probably should have replaced pressure switch the first time he was here. It would have saved him a trip. I do appreciate you not

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: williamquigley@gmail.com

changing Full note second time

[Signature]  
Customer Signature

4/8/16  
Date

**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108392  
CALL DATE: 3-20-16  
CUSTOMER: Barnes

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1                      2                      3                      4                      (5)

B. Was the technician's work area left neat, clean and orderly?

1                      2                      3                      4                      (5)

C. Was the technician's appearance neat and professional?

1                      2                      3                      4                      (5)

D. Was our technician capable, knowledgeable and on time?

1                      2                      3                      4                      (5)

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

(YES)                      NO                      WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

\_\_\_\_\_

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

Krute Barnes  
Customer Signature

4-4-16  
Date

*Have been impressed with your service every time*

*DONT LIKE NEW ENVELOPE*

**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108399

CALL DATE: 3-22-16

CUSTOMER: Kardoskee

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1                      2                      3                      4                      5

B. Was the technician's work area left neat, clean and orderly?

1                      2                      3                      4                      5

C. Was the technician's appearance neat and professional?

1                      2                      3                      4                      5

D. Was our technician capable, knowledgeable and on time?

1                      2                      3                      4                      5

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

YES                      NO                      WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

Your staff is always great! From the office staff to the techs/class!

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

Mary Kardoskee  
Customer Signature

4-7-16.  
Date



710 Lombardi Ave  
Green Bay, WI 54304  
Phone: 920-494-5952  
Fax: 920-494-1469

## Customer Survey

JOB #	
16-0076	

**Service Performed At:**

**SOTEBEER, DENNIS**  
1669 FOREST GLEN DR  
GREEN BAY WI 54304

**Invoiced To: # : 8282**

**SOTEBEER, DENNIS**  
1669 FOREST GLEN DR  
GREEN BAY WI 54304

<b>Invoice #:</b> J9957	<b>Inv Date:</b> 04/29/16	<b>Site #:</b> 8282-001
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Thank you for your recent purchase of our products. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) being not satisfied and up to (5) being very satisfied.

A. Was the quality of our technician's workmanship up to your expectations?

5      4      3      2      1

B. Was the technician's work area left neat, clean, and orderly?

5      4      3      2      1

C. Was the technician's appearance neat and professional?

5      4      3      2      1

D. Was our technician capable, knowledgeable and on time?

5      4      3      2      1

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

(Yes)      (No)      (With Reservation)

F. The one thing I would like to see you improve in your company is:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Dennis R Sotbeer*  
Customer Signature

*May 7, 2016*  
Date

*Shane & Dan, were prompt, neat and skilled at their work and easy to discuss matters with, D.*

AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304

SERVICE DEPARTMENT CUSTOMER SURVEY FORM

CALL SLIP #: 108499

CALL DATE: 4-12-16

CUSTOMER: Phillips

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1 2 3 4 (5)

B. Was the technician's work area left neat, clean and orderly?

1 2 3 4 (5)

C. Was the technician's appearance neat and professional?

1 2 3 4 (5)

D. Was our technician capable, knowledgeable and on time?

1 2 3 4 (5)

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

(YES) NO WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

Nothing - we'll be repeat customers!  
Brian was great!

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

Kate A Phillips  
Customer Signature

5/3/2016  
Date



**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108443

CALL DATE: 3-28-16

CUSTOMER: DeBeck

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1                      2                      3                      4                      5

B. Was the technician's work area left neat, clean and orderly?

1                      2                      3                      4                      5

C. Was the technician's appearance neat and professional?

1                      2                      3                      4                      5

D. Was our technician capable, knowledgeable and on time?

1                      2                      3                      4                      5

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

YES                      NO                      WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

We are very happy as is!!

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

Susan DeBeck  
Customer Signature

4/11/16  
Date



710 Lombardi Ave  
 Green Bay, WI 54304  
 Phone: 920-494-5952  
 Fax: 920-494-1469

## Customer Survey

JOB #	
16-0033	

**Service Performed At:**

LENTZ, RICHARD  
 521 FOURTH ST  
 GREEN BAY WI 54304

**Invoiced To: # : 8983**

LENTZ, RICHARD  
 521 FOURTH ST  
 GREEN BAY WI 54304

Invoice #: J9958	Inv Date: 04/29/16	Site #: 8983-001
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Thank you for your recent purchase of our products. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) being not satisfied and up to (5) being very satisfied.

A. Was the quality of our technician's workmanship up to your expectations?

5      4      3      2      1

B. Was the technician's work area left neat, clean, and orderly?

5      4      3      2      1

C. Was the technician's appearance neat and professional?

5      4      3      2      1

D. Was our technician capable, knowledgeable and on time?

5      4      3      2      1

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

(Yes)      (No)      (With Reservation)

F. The one thing I would like to see you improve in your company is:

All went very well from priority to install!

[Signature]  
 Customer Signature

5/9/16  
 Date

**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108477

CALL DATE: 4-5-16

CUSTOMER: Pfeifer

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1                      2                      3                      4                      5

B. Was the technician's work area left neat, clean and orderly?

1                      2                      3                      4                      5

C. Was the technician's appearance neat and professional?

1                      2                      3                      4                      5

D. Was our technician capable, knowledgeable and on time?

1                      2                      3                      4                      5

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

YES                      NO                      WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

\_\_\_\_\_  
\_\_\_\_\_

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

Brian Pfeifer  
Customer Signature

4/11/2016  
Date

Brian is smart and very pleasant!

**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108669

CALL DATE: 5/2/16

CUSTOMER: Klossner

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1 2 3 4 5

B. Was the technician's work area left neat, clean and orderly?

1 2 3 4 5

C. Was the technician's appearance neat and professional?

1 2 3 4 5

D. Was our technician capable, knowledgeable and on time?

1 2 3 4 5

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

YES

NO

WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

train ~~and~~ more service tech's like Dan(?) - smile on his face, personable, knowledgeable, self confident, he appreciates the ABC apprenticeship program. Ken

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

Good Luck

Ken Klossner  
Customer Signature

5-12-16  
Date

**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108699

CALL DATE: 5/19/16

CUSTOMER: Jacobe

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1 2 3 4 5

B. Was the technician's work area left neat, clean and orderly?

1 2 3 4 5

C. Was the technician's appearance neat and professional?

1 2 3 4 5

D. Was our technician capable, knowledgeable and on time?

1 2 3 4 5

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

YES      NO      WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

Can not think of one thing. Thank you for answering my request for Nathan to do my check-ups!

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

Maria Jacobe  
Customer Signature

06-21-16  
Date

**AMA HEATING & AIR CONDITIONING  
710 LOMBARDI AVE  
GREEN BAY, WI 54304**

**SERVICE DEPARTMENT CUSTOMER SURVEY FORM**

CALL SLIP #: 108416  
CALL DATE: 3-23-16

CUSTOMER: Brick

Thank you for your recent purchase of our products and services. In order for us to serve our customers in the most professional manner possible, I would like your opinion. Please rate our performance according to the following scale:

(1) Being not satisfied up to (5) Being very satisfied

A. Was the quality of our technician's workmanship up to your expectations?

1                      2                      3                      4                      5

B. Was the technician's work area left neat, clean and orderly?

1                      2                      3                      4                      5

C. Was the technician's appearance neat and professional?

1                      2                      3                      4                      5

D. Was our technician capable, knowledgeable and on time?

1                      2                      3                      4                      5

E. Based on your interaction with our technician, would you recommend our company to a friend or neighbor as a place to do business?

YES                      NO                      WITH RESERVATION

F. The one thing I would like to see you improve in your company is:

I was very satisfied with the service.

If you would be interested in sharing your e-mail address for future coupons or discounts please do so: \_\_\_\_\_

Kevin R. Brick  
Customer Signature

6/10/16  
Date