

8020 Monrovia
Lenexa, Kansas 66215

May 8, 2006

Full Service Chimney
P. O. Box 10144
Olathe, KS 66051

Dear Mary Jo and Robert,

We have been doing business with you since May of 2000. We could not be more pleased with the service you have provided.

When we first met you, we had just run our first wood-burning stove for a winter and you informed us that there was "a lot" of build-up. As you cleaned the chimney, you spent the time to teach us about firewood and the kind we should use (oak). You also observed that the idiot (our word, not yours) who had installed our liner had left enough space in the chimney to provide a home for a colony of chipmunks. You fixed that problem and the next two seasons went much better—our basement stayed warm and our heating bills beat our neighbors by 40%.

In 2004, we bought a second wood-burning stove, an insert that we installed in our family room fireplace. Again, you expertly advised how the chimney should be modified to prevent birds and other critters. You looked at the chimney and were pleased that because we were burning oak, there was no build-up to clean. Unlike so many other service companies, you could have charged us for cleaning that chimney, but you didn't because it was not needed. How would we know if it needed cleaning? You are honest.

Mary Jo's use of the internet to answer questions, schedule appointments, and give us feedback when it is requested is unparalleled. You are about the most internet-friendly and efficient business with whom we interact.

You can give our name and phone number to any potential client.

Sincerely,

George and Pat Semb

George and Pat Semb
(913) 492-4541