

122 N. 2nd Street
 Rockford, IL 61107
 815-398-1969



4788 McFarland Court
 McFarland, WI 53588
 608-273-4200

REPLACEMENT REPORT

Are you satisfied with our services?

Date 3/24/11

	Below Expectations	Met Expectations	Exceeded Expectations
Was your initial call for an appointment handled promptly and efficiently?			✓
Were the installers on time for your appointment?			✓
Were the installers polite and professional?			✓
Did our installers complete the installation to your expectations?			✓
Did our installers explain the operation of your new system?			✓
Did our installers answer all of your questions?			✓
Does anyone in your home suffer from allergies? <i>Yes</i>			
Do you have to dust often? <i>Yes</i>			
Upon completion of your installation, did our installers leave your home clean and free of debris and materials?			✓
Did our installers use floor covering and wear shoe covers upon entering your home?			
Is the appearance of our installers satisfactory?			✓
Would you recommend Norstar to your friends or family?			✓
May we quote you or use you as a reference?			✓
Are you a current member of our Club Membership Program?			
Would you like to earn extra money by participating in our referral program?			

Please rate our service on a scale of 1-10 with 10 being the highest. 1 2 3 4 5 6 7 8 9 10

Please use the space below for any comments or suggestions.

These two installers were the best yet. I would recommend them to anyone. They even put up with our questions very courteously even though they were probably answered from already. Please put a copy of this in their personnel files for reference on job review time.

Name: James & Linda Edges

Email: _____

You probably only hear when things are wrong, not right. These two were fantastic & they clean better than I do.

www.norstarhvac.com

Linda Edges