

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



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

Replacement Report

SATISFIED WITH OUR SERVICES?

Date: 08/10/10

- Was your initial call for an appointment handled promptly and efficiently? Yes No
- Were the installers on time for your appointment? Yes No
- Were the installers polite and professional? Yes No
- Did our installers complete the installation to your expectations? Yes No
- Did our installers explain the operation of your new system? Yes No
- Did our installers answer all of your questions? Yes No
- Does anyone in your home suffer from allergies? Yes No
- Do you have to dust often? Yes No
- Upon completion of your installation, did our installers leave your home clean and free of debris and materials? Yes No
- Did our installers use floor covering and wear shoe covers upon entering your home? Yes No
- Is the appearance of our installers satisfactory? Yes No

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

- Would you recommend Norstar to your friends or family? Yes No
- May we quote you or use you as a reference? Yes No
- Are you a current member of our Club Membership Program? Yes No
- Would you like to earn extra money by participating in our referral program? Yes No

Please use the below space for any comments or suggestions

I was very pleased with the two young men who came to install new A/C unit - Lonnie & Ryan. They were very polite and worked hard to complete the job in a timely fashion - despite the heat.

Name: Mimi Smutzer Phone # () - -

Address: _____

E-mail: _____