

November 3, 2011

Mr. Jason Bartel
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Jason,

My wife and I would like to express our sincere “thanks” for resolving our home heating problem with the installation of a new *Waterfurnace Envision* geothermal heating system. When we built our home 14 years ago, we decided at that time to spend the extra money to install a *Hydroheat* geothermal heating system and ground loop. The initial installation was performed by a Spokane company that shall remain nameless (but if anyone wants to call me, I will gladly tell them who to stay away from.) Unfortunately it appears that the system was not installed to the professional level that would allow us to ever realize the ultimate ‘long term’ savings that was promised when making the sizeable additional investment over a conventional heat pump system. Over the past few years we have had two Hayden Lake companies provide annual maintenance and service. We always heard that it was a ‘worn-out’ system and needed to be replaced. The “straw that finally broke the camel’s back,” so to speak, was when the last heating contractor that has been servicing our system for the last couple of years (to the tune of a few thousand dollars) told me that our ‘ground loop’ had a leak and that our system was inoperable.

I decided it was time to do some research on the Internet and see what my options might be. That’s when I discovered your company – “Northwest Geothermal.” I explained the problem and you immediately came out and ran extensive pressure testing, flushing and bleeding of our ground loop. You happily reported that our ground loop was fine – no leak! However, because our existing system had been working extra hard to compensate for low pressure and trapped air in the loop, undersized ducting for the size of the unit and the ground loop, we had worn out our system prematurely. You evaluated our ducting and ground loop area, and recommend two viable geothermal options with 10 year warranties on parts and labor.

With all this being said, I just want to thank you for an excellent job. You weren’t high pressure, and provided several alternatives to us for consideration. Bottom line, you can count on us to highly recommend you and your company. My wife and I want you to provide the annual maintenance and servicing on all three of our home heating systems from here on out.

No one enjoys having to spend several thousand dollars unexpectedly – however it was a pleasure to do so with a truly honest, hard-working individual like yourself who obviously “walks the talk.” Please feel free to use us as a professional reference anytime you need.

Thank you,

Randy & Sandie Rolphe

B. Randy & Sandra Rolphe
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