

AirStar Services Testimonials “Comments from Customers”

Dear Airstar Team,

I would like to express our most sincere appreciation for the services and customer attention that we received from Rod and Glen. On that day I contacted Airstar initially to terminate our maintenance service agreement due to what I thought, was a misdiagnose of our furnace operating condition. Rod expressed his concern about this and in less than 30 minutes he was at our home along with Glen re-inspecting the equipment. After actually showing me the images of the damage and explaining in full detail why this furnace needed to be replaced Rod proceeded himself to contact our home warranty company and made all the arrangements concerning the furnace replacement. Even though Airstar does not have a contract with our particular home warranty company this did not stop Rod and Glen to do all the work over the phones in order to have the service company that actually works with our home warranty to show up at our home and replace the equipment in less than 24hrs. All of this at no charge from Airstar. Of a total of three companies that inspected our furnace, Airstar was the only one capable of properly diagnose the malfunction with the use of the latest technologies.

Ivan and Caroline M.

Attn: Airstar SVC Inc.

My husband and I would like to express our pleasure and gratitude with the OUTSTANDING service provided to us by your technician Daniel who repaired our furnace. After a hideous week of working extra hours and having two sick children we were extremely frustrated to come home and find we had no heat. Daniel arrived promptly when expected and was very courteous, professional and efficient. My husband is a telephone technician and I am in business management which makes us real sticklers when it comes to customer service. Daniel is a real PRO when it comes to customer service and makes sure to clean up after himself in the process. I hope that all your techs are as great because I fully intend to send our work orders to Airstar.

*Thank you for your time,
James & Peggy S.*

Dear Rod,

I know I called to personally thank you for a job well done on my air conditioning unit, but, I have been meaning to follow up with this letter. As I told you over the phone, David did a great job taking care of my A/C problem and I really appreciate his honesty, knowledge and hard work. He actually took the time out to show me exactly where the problem was and how it affected my system. A process I am very familiar with and can appreciate because in my profession, as an ICU RN, I do this on a constant basis.

My A/C now works great and on these hot muggy days after 12 hour days at work, it feels great to walk into my cool house and relax.

Greatly appreciated is the fact that you two seem to work well together for the benefit of the customer. You two didn't sell me a service I didn't need and you were honest and truthful at all times. Unlike other repair companies that I've had to deal with lately. They have been dishonest by attempting to replace a part that obviously wasn't broken but also had resorted to intimidation tactics and when confronted with questions they have been rude and condescending. As I told you before, all I want is information and the ability to make my own choices that fit my needs and budget. I wish your company has a "one stop repair company" for the rest of my home needed repairs, and then I wouldn't have anything to worry about. You bet, I will be recommending your company if anybody asks me for an A/C company.

Thank you very much,
Ruby P.

Dear AIRSTAR:

I wanted to let you know how pleased I was with one of your technicians - Mike. He came out to repair one of our air conditioning units. The fact that he showed up at the exact time he said he would was impressive enough but his professionalism throughout the process was even more impressive. During the course of his repair he may have inadvertently clipped a wire on a second unit causing it to go out. When I called him yesterday evening to tell him about the second unit he didn't even question whether he clipped a wire, he just offered to drive in from Wylie at 7:00pm to reconnect it. And that's what he did. Hang on to Mike because he is a rare commodity in this business and as a homeowner who has gone through countless dozens of AC technicians, I know I certainly appreciate a gentleman like Mike.

Thank you and good luck.
Chris E.