

Swetnam & Associates

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June 15, 2009

Mr. Kevin Haagen
President,
POOLHEATPUMPS.COM
P.O. Box 1171
Snohomish, Washington 98291

Dear Mr. Haagen,

I want to thank you for your assistance in getting my new heat pump replaced. You sell a very good product at an outstanding price and now I know that you also stand behind your sales! When I received a defective product you arranged replacement in a very speedy fashion and helped me work through the process.

You are a very good company and I will recommend you to all I know.

Thanks again,

A handwritten signature in black ink that reads "Michael S. Swetnam". The signature is written in a cursive style with a long horizontal flourish at the end.

Michael S. Swetnam