



Dear Customers and Friends,

In April, 1985, I left my employer, Mesa Heating & Cooling to start my own business, now called Collins Comfort Masters. Even though I was no longer his employee, until he passed away, Leon Van Slyke, the owner of Mesa Heating & Cooling called me every year to service the a/c on his own home as well as the a/c systems on his business. When he had any problems with his a/c systems, he would call me, even though he had competent employees working for him. I once asked Leon why he continued to use me even though it was certainly costing more than he would otherwise have to pay. He just got a twinkle in his eye, smiled a little, and replied, "I think you already know".

Years earlier Leon had paid many of his employees "piece work". We got paid by the job instead of by the hour. At one point some employee complained to the Labor Board who subsequently came to Mesa Heating & Cooling to audit their payroll accounts. Without any documentation other than one employee's complaint, the Labor Board told Mr. Van Slyke that he owed his employees more money, and also told him "this employee gets this much; that employee gets that much..." until each employee who had been working for piece work had been awarded what the Labor Board felt appropriate. Leon called us each into his office one by one, and I can only assume he told the others what he said to me; "The Labor Board says you have been under paid. I disagree and I think it's wrong, but that's what they say so I have to comply. Here is a check for the amount they feel you have earned..."

I remember looking at the check (it was a lot of money, but I don't remember how much), turning it over and signing the back. I then handed the check to Leon and told him I felt I had been making good money with piece work, and that I had been paid what we had agreed and I didn't have any more money coming. I later learned that the check had laid in the company safe until after Leon's death.

After I started my business, Leon not only had me do a/c work on his home but arranged with his own Air Conditioning Service Department to refer all the calls they couldn't handle to my new company. Today, most of our foundation customers, those of you who I have serviced for nearly 20 years, were acquired by referral from Mesa Heating & Cooling. The money I gave up when I signed that check has come back many times over.

If you are a new customer, I promise you the same integrity I gave to Leon years ago. If your experience with us today is anything less than pleasant, please call our office so we can make things right.

Sincerely,
Collins W. Owens

480-655-7575

Call now for Service