



Please complete this page and then return in envelope provided.

Customer name: J.R. ASH-RIEHL

Date 29-05-2015

Address: 1
-
-
Your email Address: _____

file

AES Questionnaire

base rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

EXL

J.R. Ashriehl



20940

Please complete this page and then return in envelope provided.

Customer name: ANNE WOODIER

Date 25. 3. 2015

Address: 9 SHARPES HILL

BARROW 1P29 5BY

Your email Address: anne.woodier@sky.com

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

All members of your installation team were kind, courteous and competent. There was absolutely nothing to complain about.

*Scanned
27/3/15*



Please complete this page and then return in envelope provided.

Customer name: MRS R.D. JACOBS

Date 10/3/15

Address: 34 BEDFORD RD

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments: We are very happy with our new heating system, everything seems to be ticking along nicely, we have never been so warm. The tradesmen were excellent, they worked methodically & quietly and gave us confidence in their workmanship. There was no damage to our home and all traces of our old boiler system were removed. Please thank Kenny, Dave & Daniel once again.

A follow up visit would be helpful just to reassure us that we have got to grips with the system & controls.

Mary Thanks
 H.A. Jacobs



Please complete this page and then return in envelope provided.

Customer name: Rev. Timothy Hardingham

Date 9. FEB 2015

Address: STEADING, WEST END,

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

THE WHOLE PROCESS WAS DONE WITH GREAT COURTESY AND EFFICIENCY. WE SHALL HAVE TO WAIT TO SEE IF IT TURNS OUT TO BE EFFECTIVE IN REDUCING COSTS AND CARBON FOOTPRINT.



Please complete this page and then return in envelope provided.

Customer name: J. D. DAWSON

Date 18/5/15

Address: ULLA THORNE

Your email Address

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓ After 1 week
Recommend us?			✓

Feed back & comments:

I should like to thank you all for your professional and competent service. The whole procedure has been painless (apart from writing the cheque!!) and you have patiently answered my questions willingly and efficiently. I should particularly like to express my thanks to Julie who is always particularly helpful and incredibly efficient - an absolute star!



Please complete this page and then return in envelope provided.

Customer name: A.H. BINNING

Date 20th MAY 2015

Address: 32 NORTHILL ROAD

Your email Address: _____

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

High quality of workmanship, installation team did their best to answer my questions. Review of installation/operation manuals showed that the optimum method of controlling the Daikin heat pump had not been implemented. Agreement to purchase an optional PCB demand will, I am sure solve the problem. PCB is on its way.



Please complete this page and then return in envelope provided.

Customer name: Gillian Pountain
 Address: 13 Church Street

Date 13.5.15.

Your email Address

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Empty space for feedback and comments.



Please complete this page and then return in envelope provided.

Customer name: MR & MRS D.M. REID.

Date _____

Address:

[Redacted address area]

Your email Addr _____

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

We feel there was a lack of communication between the company and the installation team regarding the positioning of the exterior unit. We told the surveyor that the unit was to be sited ~~where~~ in the same place as the oil tank. Therefore the tank should have been emptied and removed first thing before the installers arrived. They had to make phone calls to arrange this as it would have held up the installation.



Please complete this page and then return in envelope provided.

Customer name: JULIE BYGRAVE

Date 17/5/15

Address: HERMITAGE LADY DROVE

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor			✓
Installation Team		✓	
Office Staff			✓
Product			✓
Recommend us?		✓	

Feed back & comments:

Empty space for feedback and comments.



20920

AAS
Borlan

Please complete this page and then return in envelope provided.

Customer name: MR & MRS A J PATERSON

Date 14th APRIL 2015

Address: 16 WINTHROP ROAD

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:



Please complete this page and then return in envelope provided.

Customer name: PETER BRUNNING

Date 15/04/2015

Address:
:
:
:

Your email Address

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant FIRST ONE TO VISIT - LOW		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff MINOR MISTAKE RAPIDLY RESOLVED			✓
Product CONTROL COMPLEX BUT LESS FUNCTIONAL(?) THAN OLD ONE			✓
Recommend us?			✓

Feed back & comments:

EARLY TO GIVE REAL FEEDBACK ON PRODUCT.
GOOD HELP ON PHONE FOR BOTH SOLAR CACHE
AND HEAT PUMP.



Please complete this page and then return in envelope provided.

Customer name: Mr. A. J. Weedon

Date 1-3-2015

Address: 12 Highland Road

Your email Address: _____

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Still awaiting Installation Certificate & Energy Performance Certificate

A. J. Weedon



20937

Please complete this page and then return in envelope provided.

Customer name: MR N SCHOFIELD

Date 5/3/15

Address: VINE COTTAGE

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor	N/A		
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:



Please complete this page and then return in envelope provided.

Customer name: PHILIP SIMPSON

Date 17/12/14

Address: 16 MATTHEW WREN CLOSE

PV

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Scanned 18/12/14

Please complete and sign page behind and then return in envelope provided.

Customer name: MARK POUNTNEY

Date 16/12/13

Address: MILLHAVEN

Your email Address pl

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

WE HAVE YET TO EXPERIENCE A REALLY COLD PERIOD BUT SO FAR AFTER 7 MONTHS THE PRODUCT IS MEETING ALL OUR REQUIREMENTS AND EXPECTATIONS AND I WOULD RECOMMEND IT TO OTHERS.

Please complete and sign page behind and then return in envelope provided.

Customer name: EDMUND BURMAN

Date 17-12-13

Address: 23 MILL LANE

Your email Address

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Very impressed throughout procedure.

Fitters were excellent, the system is working as expected + the support of the office staff has been outstanding.

Thank you + always willing to give testimony to you future prospective clients.

Please complete and sign page behind and then return in envelope provided.

Customer name: MR BRIAN STANTON

Date 18 DEC 2013

Address: LINKCROFT FIELD

Your email Address:

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

We are delighted with the installed system and were very impressed with the professionalism of the installation team. They made every effort to 'go the extra mile' in solving the inevitable installation problems. I would definitely recommend your firm to others.

Please complete and sign page behind and then return in envelope provided.

Customer name: Russ. E. HARVEY

Date 20.12.13

Address: 1 STONE COTTAGES

Your email Address:

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us? <u>YRS</u>			

Feed back & comments:

I was very happy with the services I received.

My only disappointment was with the complicated set up for the timer & control panel. It is very difficult to see & complex to change the settings & time.

Please complete and sign page behind and then return in envelope provided.

Customer name: F. D. FISHER (Mr)

Date 20 Dec 2013.

Address: 245 BARTON ROAD

Your email Address

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team		✓ →	
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Pipe in use needs repositioning.

Please complete and sign page behind and then return in envelope provided.

Customer name: MARCOON FLETCHER

Date 20-12-2013

Address: ALFORD HOUSE

Your email Address _____

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Please complete and sign page behind and then return in envelope provided.

Customer name: NEIL THURSON

Date 20 Dec 2013

Address: ROSE COTTAGE

Your email Address

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team		✓	.
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

The only slight niggle is the time taken for this process to happen.



Please complete and sign page behind and then return in envelope provided.

Customer name: J-D-DAWSON

Date 21/12/13

Address: ULLATHORNE, CHURCH ROAD

Your email Address:

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

There are one or two items I should like to discuss regarding the installation & performance of the unit. There is also an outstanding job regarding the soakaway for water egress from the outdoor unit, which is not adequate.

I understand there are two rebate schemes: i) lump sum and annual payment or ii) larger annual payment. I should appreciate advice on which is the better to opt for in my case. Thank you for all your excellent help & cooperation to date. *J Dawson*

Please complete and sign page behind and then return in envelope provided.

Customer name: PHILIP PARKER

Date 22-12-13

Address: _____

Your email Address _____

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?		✓	

Feed back & comments:

Please complete and sign page behind and then return in envelope provided.

Customer name: J. P. BAMBRIDGE
Address: ROBINS NEST FARM

Date 23/12/13

Your email Address

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			/
Technical Surveyor			/
Installation Team			/
Office Staff			
Product	still analyzing		
Recommend us?	yes		

Feed back & comments:

Awaiting grant and do figure for future years.