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Jeff Murry – Project Manager
James CRAFT & Son, Inc.
Mechanical Contractors
2780 York Haven Road - P.O. Box 8
York Haven, PA 17370-0008

Re: Chillers & Cooling Towers Project at Corporate Center Drive, Camp Hill, PA

Dear Mr. Murray:

I wanted to write and personally thank you and your team consisting of Drew Doxon, Allen Jordan and Nate Cooper for the job they did on the above mentioned project.

On June 3rd, 2013, the day we took over management of this building, both chillers and cooling towers went down first thing in morning disrupting business for our largest tenant who happened to be under pressure with a huge deadline. By 10am, a fault in the system shut the power down to the building and temps in the building rose into the 80's. My team was doing everything they could to try to manage an impossible situation with no clear end in sight. Late in the day, they were able to get one chiller and one cooling tower running with no guarantee either one would continue to work.

Over the next 48 hours we brought in 3 different contractors to give us ideas and work on a solution that would keep our tenant comfortable in the building until we could make a permanent fix. Enter James CRAFT & Son, Inc. In my 26 years of property management experience in the Harrisburg, PA vicinity, I had heard of your company but had not worked directly with you. The emergency situation at this property turned into a tremendous learning experience for me and for my team as you became the answer to our problem.

Drew Doxon and Allen Jordan jumped into action and worked on a solution that included a temporary, air-cooled chiller that would require changes to plumbing to get it set up. The other contractors who bid on the project paid no attention to the needs of the tenant with regard to a temporary egress and sweating pipes on the first floor of the building. Drew and Allen worked out a solution paying close attention to the needs of our tenant and that was one reason why we chose them to install the temporary chiller and ultimately to replace both chillers and cooling towers.

On Friday, June 21st, the temporary chiller was delivered and by Monday, June 24th the building HVAC was cooling the building with minimal interruptions in service for the tenant who by this point was working almost 24/7 on a deadline for a national project.

At one point during the hottest days of July, the temporary chiller went down and James Craft & Son, Inc dispatched a tech who arrived to find the techs from rental company standing around, unable to figure out the problem. As Paul Phillips of James Craft & Son, Inc worked for 30 minutes until he made the repair and re-started the chiller, the other

techs stood under the shade of a tree and watched him. This was the level of customer service we were afforded at every turn.

Throughout July and August, James Craft & Son, Inc worked on procuring the equipment and scheduling the deliveries of the services that would be required to replace 2 chillers and 2 cooling towers on the penthouse of a 6 story building. All along our plan was to perform the replacement over the weekend of September 14th. When all plans had been made and all equipment scheduled for delivery our tenant explained that they could not possibly vacate the building over that weekend due to their project deadline of October 14th. The Craft team team was very understanding and immediately set to work changing the date of the installation to the weekend of October 18th. This involved finding a new rigging contractor , diverting scheduled deliveries and storage of equipment that had not been previously planned and although it created a lot of extra work for the team, we never heard one complaint.

As a result of incredible attention to detail and a lot of planning and hard work on the front end, the installation took place over the weekend of October 18th and was performed flawlessly and on time so that on Monday morning, our tenant simply began work on their next project deadline without any concern for the building operating systems.

Throughout my career in property management I had never been involved in such a catastrophic equipment failure and as a result of working on the project with James Craft & Son, Inc I am glad it happened when it did. Working alongside a team of dedicated, hard working individuals turned out to be quite a pleasant surprise and they taught me everything I ever wanted to know about chillers, cooling towers and the art of excellent customer service!

Sincerely,



Elaine D. Mottilla