

That dreaded moment had finally arrived! That moment when your central heat and air began to make sound that none of us want to hear. I knew instantly that this was not going to be a band aid fix but rather a full blown O.R. experience. There was no doubt in my already cluttered mind that I was about to reach deeper into my pockets than I wanted to. Especially with Christmas just around the corner and three children, nine grandchildren and two great grandchildren expecting Mr. Kringle and his rein deer would soon be making an appearance in their neighborhoods.

In the blink of an eye I was on the internet looking for a new HVAC unit. After about an hour or so looking at virtually every manufacturer and their deep pockets equipment, I boiled it down to four greedy priced units and one that just might leave me with a bit of pocket change. I also learned that regardless of who made the units (Carrier, Trane, Rheem, York, etc.) according to this web site, (<https://asm-air.com/airconditioning/top-10-air-conditioner-brands/>) neither of the aforementioned HVAC systems were their top rated brand. It is however, Goodman Manufacturing located right here in Houston, Texas. I might also add that the warranties are virtually the same regardless of the manufacturer.

At this point I picked up the phone and called a dear friend in Belton, Missouri whose fourth-generation family manufactures A/C filters and obviously knows a great deal about HVAC units. When I mentioned Goodman Manufacturing, she interrupted me and said, "John and I had a Goodman installed in our home last year!" It was then I learned that all the major components, regardless of the manufacture are basically the same. Other than cosmetics there is little or no difference between manufacturers and they were extremely positive about the Goodman unit.

I thanked my friend for sharing her knowledge with me and went to Angies List looking for Goodman units and an installer that would at least leave me the hole in my pocket. It was there I got the names of several local companies and began making calls. On the last call, and perhaps feeling some of my emergency situation, the vice president of the company, *Toby Cubine*, said all his men were busy but he would be glad to come over and inspect my unit. Within minutes he was knocking at my door and assessing the situation. As I suspected, another page was about to fly out of my check book.

After he left I emailed him a copy of the web page showing the system Goodman was recommending and my cost. (Which was much lower than those other familiar names.) Within a couple of hours Toby called me with a bid for removing the existing unit, purchasing the new Goodman unit and installing it. I was shocked, not only was the hole in my pocket left but some green as well! We immediately scheduled an appointment for the following day, December 7th.

Promptly at the appointed time two of Toby's technicians arrived and began their arduous task that would take most of the day. The very first thing they did was to lay heavy drop cloths over my hardwood floors. One of the men began the hard and tedious work of removing the old HVAC unit while the other attacked the outdoor Condenser. Then came the installation of the new Goodman unit. When they were finished it was a perfect installation and they removed all the material that made up the old HVAC system. Not only was I impressed with their knowledge and the teamwork they engaged in but their personalities demonstrated the fact that they

genuinely liked helping people and were very pleasant. During the installation, Toby Cubine stopped by to see the progress and solicited my assurance that I was satisfied with the progress. Indeed I was! Air Cybernetics deserves five stars (*****).

So, my fellow friends, please do yourselves a great service. Should you find yourself in my situation, do not waste time. I've done all the homework for you. Call Toby Cubine. Tell him you want the number one unit in the country. . . the Goodman unit and you want his company to install it. I know you and your family will be more than pleased with the product and Toby's fine company. Their contact information is below:

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Longview, Texas 75606
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My name is Miles Broxton. I have lived in Longview for the past twenty years. I was a Captain in the Marine Corps and served from 1953 until I resigned in 1959. I am a retired jurist and know Toby Cubine only since Decmber 6th when I first call the company. I have no interest in Air Cybernetics other than to let all who read this know that I have found the absolute best in the business. If you have any questions regarding my experience please feel free to call me at (903) 740-1001.