



## Franklin Square Hospital Center

Steve Miller  
Central Tech Services  
Re: Service Excellence

Central Tech Services has been servicing Franklin Square Hospital Center for many years. Both you and your staff consistently amaze me with your dedication to fine tuning every aspect of your work. You have installed Variable Frequency Drives for our cooling tower fans during the winter season to increase our efficiency and increase belt and bearing life. We had to replace an air handler unit in late spring. Central Tech managed to have the unit custom designed to fit right onto the existing duct work. They were even able to remove the old unit, connect the new one and have it operational in three days with cooling coils connected the fourth day. We were late in getting approval for the rebuild of one of our 800 ton chillers, but the CTS technicians were able to complete it in a few weeks and have it on line in time as the primary unit by the end of March. Likewise, they installed our newest, most efficient chiller in a few months time and involving only days of cooling system downtime in the off season. This is always important to us, as we never know when that unseasonably warm day will come. The most important thing is that CTS is always there to support what they do. They have earned my trust and I know they will always be there not only for preventive maintenance on new installations, but for any equipment problems we might have.

Sincerely,  
Bob Hudnet  
Plant Operations Supervisor  
Franklin Square Hospital Center

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