

A.L. SMITH

MECHANICAL CONTRACTOR, INC.

6535 Trade Center Drive ■ Jacksonville, Florida 32254
(904) 783-2660 Fax (904) 783-4447

June 29, 1998

Carrier Corporation
Carrier Parkway, A&R Building
P.O. Box 4800
Syracuse, New York 13221

Attn: Mr. Guy Fauconneau, President North American Operations

Ref: Carrier Corp. Representative in the Asset Purchase
of A.L. Smith Mechanical Contractor, Inc.

Dear Guy:

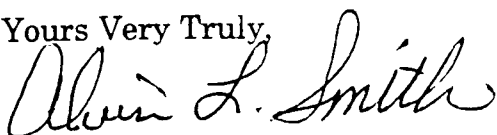
I have been in business since 1983 and have had several offers from major corporations to purchase my Company. I never considered selling the company until Carrier Corporation approached me. Our people have great respect for the local Carrier branch and always were impressed with their integrity and service.

I knew the real test would come when negotiations would start and I would meet the person that would negotiate the purchase for Carrier. In my heart I knew that I would continue to consider selling our company only if the person representing Carrier met our high expectations of integrity, character and professionalism.

I am compelled to write you and commend David Trust for the way he has handled the purchase of A.L. Smith Mechanical Contractor, Inc. David's character, integrity and professional manner has met or exceeded my expectations. He has made himself available, and any time we have questions; not one time has he made me not want to trust what he has said and if he was unsure of a question I asked, he always responded in time with the answer after review with the appropriate authority. Mr. Fauconneau, I know you are proud of your company and all of your employees, but an individual like David Trust comes along rarely.

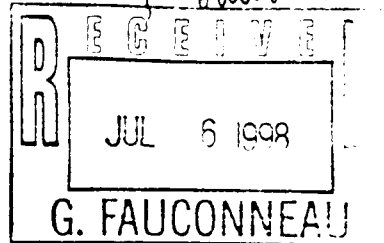
It is through his representation of Carrier Corporation that has sold me on Carrier and as we press toward closing on July 1, 1998, I want to say "Thank You" for allowing our people to be a part of your fine organization.

Yours Very Truly,

Guy


Alvin L. Smith, President

Hand 1 unit
→ John Malloy
Patricia Pierce
Anna Clayton



David -
But then we
knew this all
along! Keep
it up. *Prof*

David
Competent
This is
quite a
communication!



ENVIRONMENTAL CONTROLS
BARBER-COLMAN/ROBERTSHAW

State Certified Mechanical CM CO52405

State Certified Plumbing CF CO53960