

To whom it may concern:

"I have done business with Turnkey Airconditioning (TKAC) for the last 6 years, initially in my capacity as Property Director of Ottakars Plc and currently as Head of Property of Thorntons Plc.

At Ottakars, Turnkey undertook all the AC installations and I was always completely satisfied with both the standard of their work as well as their ability to perform. I estimate about 40 installation between 2003-6.

On moving to Thorntons I tendered the AC work since c75% of the estate c400 shops required full replacement for compliance and performance reasons. About 8 national AC companies tendered, two were selected, one being TKAC. I would add that this tender was conducted by the Thorntons Purchasing department to ensure impartiality.

Since 2006 TKAC have replaced over 50 installations as well as c15 new stores, a further c30 installations will be undertaken this year with another c50 in 2010. In addition to these installations TKAC is the nominated contractor to attend to the maintenance and servicing of our northern stores which account for approximately 50% of the estate.

I have been completely satisfied with the performance of TKAC and would have no hesitation in recommending them as a contractor for both installations and servicing/maintenance "

Mike

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