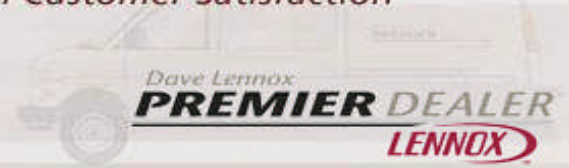


CUSTOMER SATISFACTION CENTRAL

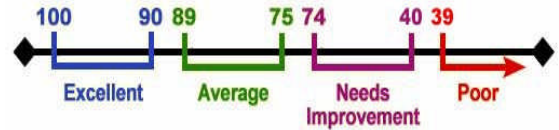
"Professionals Committed to Total Customer Satisfaction"



Dave Lennox Premier Dealer Program Dealer Level - Satisfaction Report

Date Range: 3/22/09 to 3/22/2010

Office/Sales Performance Rating	99% Which is	Excellent
Technician Performance Rating	99% Which is	Excellent
Product Performance Rating	100% Which is	Excellent
Dealer Performance Rating	99% Which is	Excellent
Overall Performance Rating	99% Which is	Excellent



Performance Indicator

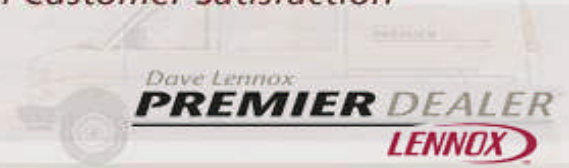
- - High Trend (within "0.5" of avg or higher)
- - Low Trend (below "0.5" of average)

	Installation	Service	Overall Score	Performance Indicator	Lennox Trend	# Poor Responses
OFFICE / SALES PERFORMANCE						
Office personnel were courteous and responsive to customers needs	4.9	5	4.9	●	4.7	0
Sales/Dealer Personnel were knowledgeable and answered all questions	5	5	5	●	4.8	0
Sales/Dealers Personnel were helpful	4.9	5	5	●	4.8	0
OVERALL OFFICE / SALES PERFORMANCE RATING	99%	100%	99%	●	96%	0

	Installation	Service	Overall Score	Performance Indicator	Lennox Trend	# Poor Responses
TECHNICIAN PERFORMANCE						
Personnel arrived promptly on the date and time scheduled	5	5	5	●	4.8	0
The Delivery/Service vehicle was clean and professional in appearance	4.9	5	4.9	●	4.8	0
Technician presented a neat and professional appearance	5	5	5	●	4.8	0
Technician thoroughly explained job and answered all questions	4.9	5	5	●	4.8	0
Technician(s) left home clean and in order	5	4.8	5	●	4.8	0
Technician(s) / sales person explained operation of system & provided supporting materials (use & care manuals)	4.9	4.8	4.9	●	4.7	0
OVERALL TECHNICIAN PERFORMANCE RATING	99%	98%	99%	●	96%	0

CUSTOMER SATISFACTION CENTRAL

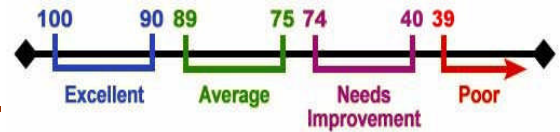
"Professionals Committed to Total Customer Satisfaction"



Dave Lennox Premier Dealer Program Dealer Level - Satisfaction Report

Date Range: 3/22/09 to 3/22/2010

Office/Sales Performance Rating	99% Which is	Excellent
Technician Performance Rating	99% Which is	Excellent
Product Performance Rating	100% Which is	Excellent
Dealer Performance Rating	99% Which is	Excellent
Overall Performance Rating	99% Which is	Excellent



Performance Indicator

- - High Trend (within "0.5" of avg or higher)
- - Low Trend (below "0.5" of average)

	Installation	Service	Overall Score	Performance Indicator	Lennox Trend	# Poor Responses
PRODUCT PERFORMANCE						
Overall value received for the Products/Services you received	5	5	5	●	4.8	0
Overall satisfaction with your product/system?	5	5	5	●	4.8	0
Products Purchased/Service are performing as expected	5	4.7	4.9	●	4.9	0
OVERALL PRODUCT PERFORMANCE RATING	100%	98%	100%	●	97%	0

DEALER PERFORMANCE						
Offered customized solutions that met customer needs.	9.8	10	9.8	●	9.5	0
Likeliness to do business with this dealer again in the future?	9.9	10	9.9	●	9.6	0
If asked, likeliness to recommend this Dealer to family and/or friends	19.8	20	19.8	●	19.2	0
OVERALL DEALER PERFORMANCE RATING	99%	100%	99%	●	96%	0

OVERALL SATISFACTION RESULTS	99%	99%	99%	●	96%	0
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Number of additional comments provided	24	1	25
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Invitations Submitted			Surveys Completed			My Completion Rate			●	Lennox Avg
Install	Service	Total	Install	Service	Total	Install	Service	Total		Total
87	23	110	47	4	51	54%	17%	46%	24%	