



April 7, 2026

To Whom it May Concern:

Re: BBB Torch Award for Ethics – A&M Mechanical

I am pleased to recommend A&M Mechanical for the BBB Torch Award for Ethics. I understand that this award is evaluated based on character, company culture, customer relationships, and community involvement. I have known Mark and Amy of A&M Mechanical for more than 10 years, and during that time they have consistently demonstrated exceptional integrity and professionalism.

A&M Mechanical is one of our original Customer Care Dealers in the Phoenix metro area. The Customer Care program represents the top tier of American Standard dealers, and participants are hand-selected for their expertise, commitment to quality, and dedication to customer satisfaction. The qualities recognized by the BBB Torch Award for Ethics closely mirror the values we uphold in this program. A&M Mechanical exemplified these values so strongly that they were featured on stage for a panel interview at our 2025 Customer Care Conference.

I have personally recommended A&M Mechanical to many friends in the Phoenix area over the past decade. They are always the first dealer we turn to when we need thoughtful, honest feedback. Their insights have helped us continuously improve our products and strengthen our partnership.

I can think of no more deserving recipient of your award than A&M Mechanical.

Respectfully,

Shawn Whiteley
Regional General Manager, IWD Channel
Residential Business Unit
Trane Technologies

