

August 4, 2014

John,

Most people do not take the time to applaud individuals and service providers for good service, yet always seem to find time to point out the flaws. Coming from a field and service orientated background I know how the simple written or verbal acknowledgement of one's efforts can far outweigh other forms appreciation, many times even more so than the financial compensation.

That being said I wanted to offer my thanks to your team and yourself for the very generous welcome and extraordinary training that was offered for us. Both Erik and Joe went out of their way to provide us with all the information that we needed regarding our purchase as well as explain and work through any issues that were seen for our specific installation.

I very seldom walk away from a training with a complete 100% sense of satisfaction that my time traveling and attending training was well worth the time spent away, your facility and team was the exception.

I left ElectraTherm with 100% satisfaction in the product that we were receiving and the support that came along with that purchase. Your company and team are taking a business approach that tends to have been forgotten today, quality and service first.

ElectraTherm's upfront approach, product quality, customer service and attention and to detail far exceeded any industry standard.

Thank you again to your team and yourself for the training and warm welcome. We look forward to working with everyone during commissioning and into the future. We also look forward to hearing great things from your continued success in the industry.

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