

Steve Wilke

From: George Papproth
Sent: Monday, July 16, 2007
To: Steve Wilke
Cc: Don Laidley
Subject: FW: New Door Installation

-----Original Message-----

From: Bill Collins
Sent: Monday, July 16, 2007
To: Internet Group (Install)
Subject: New Door Installation

I purchased a new Peachtree 500 Series Patio Door from your St. Charles location, Order #5930. Your Sales Personnel and your Estimator, Mr. Don Laidley were very professional and did a great job taking care of our needs.

To be very truthful, I was somewhat worried about the installation of the door by possibly less than professional installers who come out and install the door as quickly as they can and be off to another job.

Mr. Steve Morgan was my Installer. He arrived at my home at 8:00 a.m. sharp which was the scheduled time of my appointment. To say the least, I was more than impressed with his professionalism and workmanship. He went to work quickly and before I knew it he had the new door installed. He was very helpful in answering my questions and seemed concerned when I told him there was security wiring inside the old door. I had to pay Honeywell Security to come out and disconnect the alarm last week. Mr. Morgan was careful with the wiring and even went above and beyond when he installed the alarm contacts back on the new door for me since I had the old contacts on hand. His work was done with a lot of caring and concern for a customer who is somewhat of a perfectionist. Mr. Morgan is also a perfectionist. I observed him wiping off the exterior of the new door taking off marks on it from the shipment. I also saw him checking the opening and closing of the new door to insure it opened and closed as designed. He cleaned up both inside our house and the outside deck. I could not be more pleased with his installation of our new door. He did an outstanding job for which my wife and I are grateful.

Please pass my comments on to Mr. Morgan and to your St. Charles Branch. Make sure you keep Mr. Morgan doing your installations!!!! I will be sure to recommend any window or door replacement needs of my friends to your company and I will be sure to use your Company in the future.

Sincerely,
William

7/16/2007