

July 30, 2001

Within the last two years I have purchased a Humidaire Unit and two horizontal 4-mil BTU burners. At first I was reluctant to invest money in equipment that is manufactured and serviced from Lubbock- 550 miles away. The apprehension that I had in your ability to service my equipment is long gone. The reason for that is as follows. On or about July 27th I started experiencing minor problems with my Humidaire system. As the case may be, I picked up my phone and dialed a number that Gus, your sales service man left with me. I told Gus what my problem was and he advised me that he would take care of it. Would you believe, that he was here in 15 minutes (550 miles?) and had the problem solved in 30 minutes. Now that is what I call SERVICE.

Thanks

Joe Dubicki
Vanderbilt Farmers Coop Inc