

# SPRINGER

LAKE CITY, PA 16423

April 7, 2009

Plyler Overhead Door Company  
8850 Fry Road  
McKean, Pennsylvania 16424

Gentlemen/Ladies:

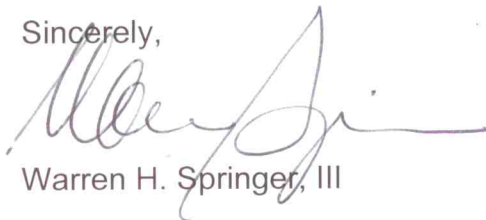
Re: S60092-GQS

I am writing to express appreciation for your company's prompt response, reasonable price, and for the congenial, knowledgeable repairman who serviced our garage doors.

On Thursday, April 2, I contacted your company to schedule repair of two of our garage doors. I had looked at them and had a good idea of the problems (one a broken spring, one a worn gear). An appointment was scheduled for Monday morning, April 6. At that time, your repairman, Rick, inspected the two units and confirmed my "diagnosis" but also found that the two sensors needed attention. In addition to being cordial and obviously knowledgeable, my wife said Rick congenially (and patiently) answered her questions while explaining his findings and the required repairs. We were both astounded at and appreciative of the reasonable cost of the repairs.

My wife suggests that you should offer customer service training to other service providers in the region in addition to cloning Rick! Thank you again for the excellent response and service at an affordable cost.

Sincerely,



Warren H. Springer, III

WHS/lm