

Solano Machine
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(707) 446-9460
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Allen Dykman, President
Dykman Electrical, Inc.
2323 Federal Way
Boise, ID 83705

July 27, 2010

Dear Mr. Dykman:

I would like to take this opportunity to convey to you an unpleasant situation in Sacramento that was made pleasant by your representative Mr. Larry Morris.

On Friday, July 23, 2010, I purchased a 7.5 HP, 3 phase, 4 pole motor at your warehouse in Sacramento. During the transaction it was a pleasure to meet someone as personable as Mr. Morris. He gave me the impression that there was not anything he would not do to assist me in my endeavor. When I arrived back at the shop after uncrating the motor, I noticed that there were no capacitors on it. I looked at the name plate and was surprised to see that it was a 3-phase motor. During my conversation with Mr. Morris, I neglected to specify to Mr. Morris that I needed a 1 phase motor. On Monday morning July 26, I called Mr. Morris and explained to him the mistake I had made. I was prepared for a tongue-lashing. But instead Mr. Morris was very understanding and made me feel like he would do anything to correct the problem.

My wife returned the motor Monday morning. When she returned to the shop she made the remark that she had met such a cordial representative of a large company.

Although, I am not a large buyer of electrical components handled by your company you can rest assured that as of July 26 I am loyal customer of Dykman Electric, Inc. from now on. I only wish that there were more people like Mr. Morris representing industry throughout the nations.

Sincerely yours,



John E. Line

cc: Mike Alass

JEL:mtl