

**Paddy's Market,
Hampton, On.**

Dec.5/2011

Today I had a troubleshooter up to look at my year old washer as it was making very loud clanks when it was going from one wash cycle to another. This chap was fairly tall, had glasses on, and a ball cap on. He has been with the company 11 years. He was driving a white car.

He took my fears off the machine when he told me it was an internal part inside the machine and that it was quite normal. He also showed me a different clunk that came from a pipe.

He did not charge me the service call.

I felt that I would send in \$35.00 as there were 2 noises and I want it to last.

I also want to take the warranty on it for 4 years, but I can't find the card that came in the mail.

**My secretary will be sending you the \$35.00 plus the warranty amount on Dec.8/11.
Could you please call me and let me know the warranty amount. It was in the area of \$104.00.**

Before I forget, I want to congratulate you on hiring this chap, as he was very polite and showed me where the banging was coming from. Very refreshing when you consider that at one time I had to throw an employee of Direct Energy out the side door. (Quit smiling!!!)

Your company is first class and I will use Paddy's from now on. Some of my family members already shop there and I myself have bought there in the past.

Feel free to use this letter as a reference.

**Sincerely,
Philip Dawson
Oshawa, On.**

