



Monday, April 05, 2010

MANAGED AIR SYSTEMS LLC.  
109 West Dudley Town Rd, Suite A  
Bloomfield CT 06002  
Attn: Paul Dowd

Dear Paul,

Let me take this opportunity to thank you for assigning Bill and Kevin Burns to my project. As you know, we suffered a catastrophic fire on June 3<sup>rd</sup> 2009 which wiped out our entire refinish operation. Working through the cleanup, insurance claim process and the rebuild planning process there were many sleepless nights. For the last 9 months, we had to tow every vehicle 30 miles away just to paint it and tow it back to finish it. We made a commitment to our insurance partners and our customers and were insistent on keeping our doors open and our crew employed.

Our first bright light was having Phil Morin on site early in the process to guide us through the estimating and planning stages. When Bill and Kevin arrived to start the assembly, I could tell right away we were in good hands. They were caring enough to explain the whole process to me with a direct and realistic timeline. I've been in this industry for 30 years and have seen a lot of vendors and contractors come and go. The care that I witnessed while they assembled both booths and prep station is unseen in your industry anymore. Every day I witnessed a neat, clean, organized workplace. Good, talented, hard working technicians are hard to find in today's world. Trust me; I know. You have that in Bill and Kevin.

I could have made many different choices in spray equipment but, I'm sure glad I made this one. If I was guaranteed that Bill and Kevin would be at my facility, I would make the same choice again.

Thank you Paul and I look forward to doing business again.

Regards,



John Trifari

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