

November 13, 2012

Mr. Pat Hancock
417 West Second Street
Frankfort, Kentucky 40601

Dear Pat

My wife and I want to express our appreciation for the work done by Jimmy Winans and Rob Fallis to replace all the jets in our Jacuzzi tub.

The hot tub industry was of no help to us only wanting to sell us a new hot tub. The problem was what appeared to be either poorly manufactured jets or improperly installed jets as the tub was only about 4 years old.

Jimmy was of great assistance to me in narrowing down the problems and he spoke to the technical support representative of the company that made the Jacuzzi. With the assistance and diligent work by your staff we were able to resolve our problem at much less cost than replacing the tub and now with all jets replaced our Jacuzzi is like new!

It is indeed refreshing to see a company that supplies workmen who take pride in their work and put the customer needs first.

Sincerely,



George R. Arvin
116 Portsmouth Lane
Frankfort, KY 40601