



*MAILCALL*

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*August 6, 2004*

At this point, we have been shipping the Lectrotab product for more than six years and are pleased to make the following comments:

Everyone seems to like the concept and the product itself. Builders say it's easy to install, owners like the response and performance, distributors appreciate that the product line is complete and that we respond promptly and efficiently to inquiries for new stuff. All of us here in Richmond are happy as well in that the Lectrotab product goes together well, our facility is quite nice, we are financially sound and we all have a really good time here. Except for our service and warranty manager, who is paid only when he has something to do, which isn't very often, gripes a lot. At last report we show that 2% of Lectrotab actuators have been replaced under warranty. Of these, 1% of the replaced units were returned and of these, about half were faults, with the other half appearing to be installation or operational abuses. So it looks like possibly 99.6% of all Lectrotab production has been successful. The records also indicate that current production is better than early production.

Thanks to all of you who have taken the time to put the Lectrotab product out there and to follow up with the installers to make it right.

More next week but let us hear from you in the meantime. Use [mailcall@lectrotab.com](mailto:mailcall@lectrotab.com) for your reply. Our responses will continue to be very quick!

Best Regards,

L. Jeremy Crews  
President

P.S. Our service manager has resigned and has taken a job with Maytag™ where the action is. The office cat will fill in for the moment.