

MR. STEVE SYLVESTRO
CRYSTAL POOL AND SPA
88 FAIRWAY DRIVE
EAST HANOVER, N.J., 07936

SEPTEMBER 12, 2006

DEAR STEVE,

RICK AND I JUST WANTED TO THANK YOU AND YOUR TEAM OF INSTALLERS FOR THE AMAZING JOB YOU DID ON OUR POOL. WE DEFINITELY MADE THE RIGHT DECISION WHEN WE CHOSE CRYSTAL POOL AND SPA OVER YOUR COMPETITION. THE EXTRA TOUCHES LIKE THE FIBER OPTICS, THE OVERFLOW SPA INCORPORATED INTO THE POOL AND THE COMPUTER TO CONTROL IT ALL REALLY SEPARATED YOU FROM THE PACK. WE COULDN'T BE MORE PLEASED. WE HAVE ALREADY RECCOMENDED YOU TO TWO FRIENDS.

FROM START TO FINISH EVERYTHING YOU PROMISED, YOU DELIVERED, AND MORE. YOU SHOWED UP WHEN YOU SAID YOU WOULD AND THE JOB WENT RIGHT ON SCHEDULE AS PROMISED. WHAT A PLEASURE IT WAS TO DEAL WITH A CONTRACTOR THAT TAKES PRIDE IN HIS WORK AND SHOWS UP WHEN HE'S SUPPOSED TO. UNFORTUNATEY THAT'S PRETTY RARE THESE DAYS.

YESTERDAY WHEN YOU CLOSED THE POOL FOR THE SEASON YOU ONCE AGAIN DID NOT DISSSAPOINT AND I FELT COMPELLED TO WRITE YOU TO TELL YOU HOW PLEASED WE ARE WITH YOUR COMPANY. YOUR SERVICE APPEARS TO BE AS GOOD AS YOUR INSTALLATIONS. WE LOVE THE SAFETY COVER AND THANK YOU FOR RECCOMENDING IT.

IF YOU EVER NEED A REFERENCE PLEASE DON'T HESITATE TO USE US. IT WOULD BE OUR PLEASURE TO RECOMMEND YOU.

VERY TRULY YOURS,

LINDA UPDEGROVE