

**From:** Hugo van den Dool [<mailto:Hugov@ilclerumo.co.za>]

**Sent:** Thursday, February 23, 2012 11:00 AM

**To:** Eric

**Cc:** Louise VanDenDool

**Subject:** RE: Quote 5555

**Importance:** High

Eric,

Many thanks to your team for a very professional installation.

Following a small repair/adjustment reported to you yesterday at 4pm the guys were back and the repair carried out successfully by 930am this morning. It is refreshing to find real quality service in SA and I wholeheartedly recommend your company.

The product itself has changed the dynamic of my home – quieter, warmer at night and significantly cooler during the day. This gives us the immediate result we were looking for and confidence that we made the right decision by choosing Thermguard.

Thanks again.

[Hugo Van Den Dool](#) (MBA, BSc. Constr, MBIFM)

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