



Christmas 2008 12/21/2008

Happy Holidays Don, Jason, Lisa & Crew~

We felt compelled to write you for a couple of reasons. First, Happy Holidays to all, we hope everyone is doing well.

Second, we wanted to let you know that this past week, little did we know but your products installed on our house this past summer and fall, were put to the ultimate test.

We all experienced the terrible ice storm this past week to varying degrees. Here in Milford, it was almost utter devastation in some areas. This resulted in some parts of the town not restored to power for many endless cold days. Our house being, unfortunately, one of them. While we luckily escaped damage from downed trees & limbs, our power was not restored until Saturday, 12/20 @ 11:30am (Yes, we documented the them!) so it was out from early Friday am (around 1 am) on 12/12 until yesterday 12/20/2008. That's a total of over 8 full days. What you also need to know is that other than our wood stove in the basement, we had no other heat source for 8 days.

Some of which were extremely cold, believe me. We ordered a generator on-line (from work) on Tuesday 12/16 and received it on Friday 12/19. As luck would have it, on Sat we had just figured out how to use it to at least have a lamp & TV (still no heat), an hour and 1/2 later, our electric finally came back, Thank God

The point here is this:

During this whole time, the temperature never got below 50. With no heat source except the wood stove in our basement, which did not really reach the upper levels due to the configuration of our house.

To us, this proves beyond a shadow of a doubt that both the windows and the siding your company installed this year are truly a quality product. I have no doubt whatsoever that if we had not gotten the new windows and siding, but especially the windows, we would probably be dealing with the aftermath of burst pipes which was a huge concern of ours. Since we have 2 cats and a dog, we "roughed it" at our house the whole time, but believe me, we were getting quite desperate after Day 7. It was a nightmare.....

But now that our power is finally restored, we wanted to write this letter to thank you so much for doing such a great job with the windows & siding. I can't think of a greater testimonial than this.....quite literally a question of life & death. I know this sounds dramatic, maybe overly so, but unless you are in our shoes, you don't know how dismaying this was.

But-----

All is well, thanks to you & your company and the excellent products you sell. Thank You Again !!!!

Please feel free to use this letter as a testimonial for future jobs. Let's not kid ourselves- times are tough!

Our most sincerest regards to you and yours-----Happy Holidays

Anne & Bruce Keller

Milford, NH 03055

P.S. Say hi to Dan, Al & everyone for us!