



Manager  
Arizona Digital Products, Inc.  
14300 N. Northsight Blvd #230  
Scottsdale, AZ 85260

Yesterday I had a maintenance call from your service engineer, Layne Roland. Let me start by saying during the duration of my service with your firm, everyone who has called on me, and serviced my Xerox Work Centre have been extremely proficient and professional.

My complaints on this visit were that the machine was operating noisily, and the fax feed was jamming with previously stapled sheets. And I asked Layne to clean the underside of the glass.

I have been repeatedly told that the noisy operation was due to the toner being nearly empty. But once a new toner is installed, and three times already, the noise does not abate. But once the tech leaves, I get busy and never revisit the complaint until I am out of toner again.

Layne took the whole machine apart and lubricated all the bearings. It now operates as quietly as when it was brand new.

He also reminded me that you will be bringing out a new Xerox color work centre, in which I am very interested.

My renewal service contract was e mailed to me within a hour of his departure, and Stephanie has been very expedient in providing me with a faxed copy as well, because I could not print pages 2 and 3. Not only did she fax it first this morning, she let me know that my inability to open that page was not due to my ineptitude, but that she had deleted the tabs from her form. In an ever more complicated and changing technological world, I was relieved to know that I am capable.

It is a pleasure to work with a team as efficient and consistent as this. In my real estate business I experience plenty of "just get by" service.

A handwritten signature in dark ink, appearing to read "Barb Chew". The signature is fluid and cursive, with a large initial "B" and "C".

Barb Chew, ABR, GRI