

# Seattle Radiator Works

COMPLETE SERVICE-RADIATORS, HEAT EXCHANGERS, OIL COOLERS

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To The Sonitrol Pacific Team:

I wanted to take this opportunity to tell you about how pleased we at Seattle Radiator have been with the service that you provide us. We became a customer in 2007 due to some concerns about the volume of scrap metal that we have onsite. I spoke with Shannon Summers, the security consultant in my area, about Sonitrol Pacific's intrusion systems and how they are different from conventional alarms. After her presentation, I contacted a family member of mine that is in law enforcement who told me I should go with Sonitrol Pacific or not do anything. We have been a customer since then.

I have constantly been impressed with the level of service provided by Sonitrol Pacific. Recently, there was a wide spread power outage in our area during business hours. Our alarm system was not even armed but the Sonitrol Pacific operators knew about it and called me. They were able to tell me that the power was out and that the alarm was functioning on battery back-up. It is so good to know that they are watching even when we are there during the day.

Sonitrol Pacific has coupled an outstanding security system with top notch service. Their operators are friendly and knowledgeable. My sales representative, Shannon Summers, stops in frequently to make sure that I am still pleased, and my customer service representative, Heather Orso, keeps my account information up to date. All in all the service is amazing. I would like to thank everyone at Sonitrol Pacific for the outstanding service you provide.

Sincerely,



Lou White

Owner