

November 24, 1998

To: USES MFG INC.
PO BOX 156
Quaker Hill, CT 06375

Dear Gentlemen:

I would like to take a moment to thank you for your quick response after a problem occurred causing my unit to sacrifice itself. I have had the unit since 1992, and have seen energy savings; I did not want to be without the unit for a long time. I am really impressed, your company stood behind the product and sent someone out the same day I called, and returned the unit the following day at no cost to me, even though the unit was out of warranty.

It was a pleasure doing business with a company that stands by their product, I would not hesitate recommending this product to anyone.

Truly yours,

Art Morin