

December 2, 1998  
USES MFG INC.  
P.O. Box 15  
Quaker Hill, Connecticut 06385

RE: Repair of USES Unit

To the Management:

Thank you for upgrading the light bulb design to facilitate replacement of the bulbs in the future and for the other work done to the unit. It is a pleasure to do business with a company that stands by its products. We want you to know that we are as pleased with the unit today as we were in 1993 when we first purchased it. I am delighted that you remember us as one of your earlier customers. Needless to say , I am pleased with the prompt service and attention to this matter.

Sincerely yours,

Sophie Marck  
Finance Administrator  
sam