

Marchal/Stevenson Elevator Company., Inc.

11050 W. Little York, Bldg. E

Houston, Texas 77041

Attn: Ashley Brewer

October 23, 2020

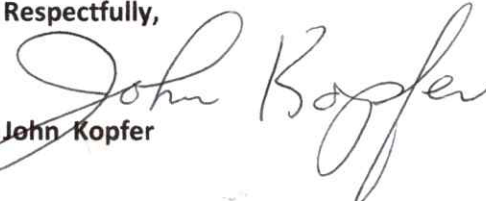
Hi Ashley.

We have been operating our elevator for several months now and are immensely pleased with all aspects of the project. It was a pleasure working with you and all the assistance you gave to me to help pick out the right unit to fulfill all the needs for my invalid wife. Eleno Moreno did a great job from the outset in giving me confidence that the elevator would be installed correctly in the allotted space. He was a confidence builder and also responded almost immediately to all of my questions and concerns. From that point on it was a team effort.

Steve did the final installation and got the whole project off to a rousing start-up. After a few weeks, there was a problem with one door. I called M/S and within a half hour I got a call from the local office telling me someone would be there shortly. Within another half hour David was knocking on my door and did the repair. In addition, David noticed a noisy slide and tried to fix it but didn't have the part to correct the problem. About an hour later Fred shows up with the part, corrected the problem and we now also have a smooth, noiseless sliding door.

It has been such a pleasure working with you and the people of the M/S organization. My wife and I want to thank you and all the members of the M/S team that made this project such a success. I also want to thank you for recommending Dohman Builders. The combination made for a great project.

Respectfully,


John Kopfer