

Kevin,

I just wanted to let you know how much I appreciated the quick response you gave us when the VFD on our DUO went out. As you know, the DUO is one of our top workhorses in our facility. And when it goes down for an extended time, it can cause great delays in getting our product out the door and to the customer, not to mention the extra man hours to make the product on a different machine. When the machine went down, and after finding out it was the VFD, we went into panic mode. My best estimate on down time was 3-4 weeks, based on info I was gathering from the manufacturer.

I called you that afternoon and knew a technician would be out ASAP to get some info on the VFD and the machine itself. That afternoon, I was given the news by your technician that he could have us up and going within a few days.

Kevin, I have been with a few different companies since we first met, and each time I bring you and your team on board for our electrical needs. And there is a reason for that. The knowledge, dedication, and commitment in all at KCES speak for itself. You expect the best of your team, because you expect the best for your customers.

Again, thank you for your excellent service, and I look forward to many more years of doing business with KCES.

Kindest Regards,

Chad Lemon  
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