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To: <suntechsystems1@sasktel.net>

Subject: Thank you!

Date: August 11, 2012 7:19 AM

Hi John

I just wanted to express my appreciation to you and your team. Bridlewood had come on recommendation from one of your past (satisfied) customers, so I decided to email your company to request a quote.

I was very impressed with Dirk, who came out to do our estimate. He was friendly, knowledgeable and professional. I had, had another company come out and did not have the same experience. Dirk walked me through what I could expect and even invited me to come down to your show room to make sure I would be happy with what my valor product would look like and what radiant heat would feel like.

Jason and Adam were scheduled to arrive on the day of my choice for the install, (which was great!). While here doing the install, they worked efficiently with each other, and they too were friendly and professional. They even made a special trip to purchase a tool, to ensure my fireplace would look great and that all cuts made would have clean and finished edges (muchly appreciated). Jason and Adam also constructed a little gap filler out of sheet metal that looks awesome! They could have left the gap, but they didn't. Jason and Adam were also able to leave the fire curtain intact which helps to fill in the gaps on the side. I was so happy that they were able to do this.

After learning about the need to burn off some of the residue that can be left within the unit from manufacturing, I have been running the fireplace each morning for about an hour. The smell and smoke, quickly abated after about two uses and now I can sit back and enjoy! I thought I would share with you a picture of the final install. This is what I will get to wake up to on what will soon be upon us, those cool fall and winter mornings!

I will certainly recommend you and your team to others. Thank you for the great customer experience and for all the good work.

Debra Wright