

August 5, 2014

EHLS
210 W. Campus Drive – Suite B
Arlington Heights, IL 60004

Attention: Ms. Sarah Tuten

Re: Purchased / Installed 8/4/2014 Bruno – SRE 2010 Elite Straight Rail StairLift

Dear Ms. Sarah Tuten:

This correspondence is simply to say how pleased I am with my new StairLift; the large comfortable seat, the precision of the equipment and safety features.

~~If I were to address anything it would be the footrest, my arthritis will not allow my knees to bend sufficiently backwards to access this; I would need approximately 5" more inches.~~

~~I would also like to thank you for the professional services you provided with the price; (greatly appreciated) your patience, information, kindness and prompt return calls.~~

The Tech (Jose G.) your company sent to do the installation was great. He was very professional, kind, patient, informative, efficient and neat with material & clean-up.

He answered all questions, (I received the Instruction Manual) and he encouraged me to ride the StairLift as many times as was necessary to make all the proper equipment adjustments.

I will gladly inform all my acquaintances, family and friends about the Bruno products, and to purchase them through your company.

Respectfully,

A handwritten signature in cursive script that reads "Sharon Grandison". The signature is written in dark ink and is positioned to the right of the word "Respectfully,".

Sharon Grandison