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I would like to take a moment of your time to brag to you about the unending dedication to customer service recently displayed by your staff.

My story is much too long to reiterate here but suffice to say that starting with Kevin and including Hugo, Angela and Morris we were able to resolve a nagging and costly two-year-old problem in a couple of hectic days. We have one of your older units that we operate 24/4, sometimes 24/5 and since my joining the company in October 2002 have heard the complaints from all my people of the "blankety-blank no-good Arr-Tech counter stacker". This place was a nightmare when I joined the company and priorities being what they are I just now am addressing the counter stacker "problem". Before addressing the problem I did a little research on Arr-Tech and came to the obvious conclusion that your company could not have lasted all these years in business by producing junk, so I decided to call you first. I'm glad I did!

My first contact was with Kevin who treated me like we had known each other for years (what a refreshing note). Kevin counseled us on where we needed to start to determine the cause of our dilemma. The rest is history, as they say. After purchasing a manual with blueprint, swapping some wires around under Hugo and Kevin's help and guidance, we were able to determine that we needed some replacement parts. We ordered them, they arrived overnight, we replaced them and we are now in good shape.

Thank you to you and your staff.
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