



**AIRCO** MECHANICAL  
INC.

5720  
Alder Avenue

Sacramento  
California, 95828-1106

Telephone  
(916) 381-4523

Facsimile  
386-0350

James C. (Jim) Jones  
Lic. No. 311454

October 15, 2003

Ray Morgan Company  
655 Menlo Drive, Suite C  
Rocklin, CA 95765

Attention: Andrew Smith

Subject: Canon Copier Imagerunner 8500

Dear Mr. Smith:

I would like to take this opportunity to thank you for our new Canon Imagerunner 8500. Don Jamarck and myself really appreciate the time you spent gathering information and taking meter readings to compile the cost analysis information. It was because of the effort you and Brock O'Harran put into showing us how we could save money by upgrading our system that sealed the deal to go with your company. You earned the sale!

Everyone at Airco loves the new copier and how easy it is to use. I want to also thank you and your team for making the transition from a stand-alone analog system to a connected digital system very smooth.

We are very happy to be doing business with Ray Morgan Company. We really like the Canon product but we were totally frustrated with our former copier dealer; the service was poor and billing problems were almost impossible to resolve. Having dealt with Ray Morgan in the past, I know our service issues will be handled promptly, professionally and by friendly knowledgeable technicians.

It was great fun working with you and Brock on the copier purchase. Airco Mechanical looks forward to a long relationship with you and Ray Morgan Company.

Please feel free to use my name as a reference for prospective customers. They can call me at (916) 381-4523.

Sincerely,

Donna Fowler  
Assistant Controller