



# Castle Rock Union Elementary School

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Deidra Hoffman, Superintendent

May 6, 2003

Ray Morgan Company  
1109 Hartnell Ave. #12  
Redding, Calif. 96002

Attn: Paul Cavagnaro

Dear Paul,

Just thought I would drop you a short note to let you know how pleased everyone here at Castle Rock School is with our Canon copy machine. Because we are a school it is in use constantly, five days a week.

In the three years we have had it there have been virtually no problems. When something unusual did happen it was always very minor and someone was able to walk me through it over the phone and the problem was resolved without anyone coming on site. Basically, this has only happened once or twice.

Our Canon copy machine has functioned remarkably well considering how much it gets used on a daily basis. Reminds me of the old Timex ads – it just keeps right on copying.

Sincerely,

Diane Dolf, Administrative Assistant