


TRANETampa Sales District
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August 9, 2000

Dear Steve,



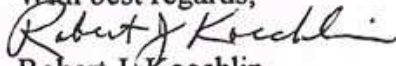
Since our build-out was completed back in June, I've wanted to comment on the fine job your company did in getting the job completed in a timely fashion with as little intrusion into our daily business activities as possible. Looking back, my main concern was to keep construction dust and dirt out of our original offices. With three major openings in the wall to our offices that was a very difficult task, to say the least! I credit your project supervisor, Brian Kebler, for minimizing disruption. The job was nearly half complete when I realized what a terrific job he did to save us from our enemies, construction dirt & debris. He was on sight most of the time and very involved not only in the work, but the quality of the work..

The sub-contractors that you brought in to do our job were impressive. I was amazed at the speed and accuracy of the wall crews, paper hangers, painters, plumbers, electricians, and floor covering experts. Once the walls were up, the job swiftly moved to completion. We have been in our new build-out for several months now, and it was worth the temporary inconvenience of the construction process.

Lastly, I want to thank you for the recent interest and follow-up on our job. Long after we signed off on this job, I found an electrical wiring problem with one of our emergency lights. On the afternoon that I called you, the electrician was on the spot, fixed it, and on his way. Since we had signed off on everything, I wasn't sure what would happen at this late date. I was elated to have such quick response from you, and I do appreciate it.

Without reservations I recommend you and Itasca to anyone needing your services. You can be justly proud of the work you do and the sub-contractors you use.

With best regards,


Robert J. Koechlin
Inside Sales Leader