

Hi Jason,

Hope you are well. Ken and I intend to send you a note regarding our experience with Ispiri, and we will get to it one of these days!

In the meantime, I just have to tell you what a great team you have. I ran into an issue with one of the smoke/fire alarms that were installed during the remodel. The alarm went off at 4:00 in the morning last night. Of course, Ken was out of town and as you can imagine, I ran upstairs and woke up the kids and started getting them moving, when the alarm stopped after about 90 seconds. Of course I had no idea what was going on. The alarm beeped out and shouted out "Fire! Fire!" Not a good thing! Fortunately, there was no fire that I could find.

I emailed Tom Robey this morning to get Tom Fagan's information to see if he may know if the alarms were hard-wired, and to get more information on the alarm itself. What happened next is what continues to instill in Ken and I how happy we are that we chose Ispiri to work with on our house project. Tom Robey replied immediately with Tom Fagan's information, and offered to look into it if needed. Within 10 minutes I had a call from Tom Fagan telling me he would be at the house *today* to look into it. He went to the house, looked into the issue and followed up with me, all of this within 3 hours.

I thanked Tom Fagan, but wanted you to know what a great company and tremendous staff you have. Truly, thank you. It was a scary thing that happened last night, which I now know is likely not an issue and resolved by your team.

Thank you,

Ken and Kathy