



John Heffner
Engineered Plastics Inc.
300 International Dr. Suite 100
Williamsville, NY 14221

Mr. Heffner,

I will begin with the fact that I have never written a thank you letter to a manufacturer before. However, I feel as though the Armor-Tile product and the service we receive is exemplary. I wanted to put down in writing how pleased I am with the decision to use Armor-Tile on a recent ADA Ramp improvement project in Davis, CA.

Right after winning the bid to install many ADA detectable warnings, I was constantly harassed by other companies to use their product as an "equal" instead of Armor-Tile. Being in a tight bid I seriously considered using one of the cheaper competitors – what a mistake that would have been. None of them had the product knowledge or the inclination to care about anything other than just selling their product. The Armor-Tile product quality is obviously far superior compared to any competitor whose samples I reviewed. This is why I initially purchased it (that and everywhere I reviewed existing applications where Armor-Tile was installed the tiles were in excellent condition). What really impressed me though is the fact that I was having some difficulty installing due to bad concrete/weather and when I called you to ask some questions - you came out to the site quickly, reviewed the installation procedures, and made sure we completed the job correctly and to the satisfaction of the inspector. For this I am very grateful, I assure you that for all future ADA work we will be using Armor-Tile only because as I have learned on the last job there is no "equal".

Keep up the good work and thanks again.

Sincerely,
Michael Berardi C.E.O
Aggregate Engineering Inc.