

TO: [www.phantomcreens.com](http://www.phantomcreens.com)  
ATTN: Mr. Al Hoffman  
2627 S. 21<sup>st</sup> Street  
Phoenix, AZ 85034  
SUBJECT: Fiberglass Grey Screen replacement  
RE: Mr. Jim Osberg, Retractable Screen Technician

Good morning Mr. Hoffman,

I would like to thank you for your personal call to me for the purpose of discussing the components that I should consider updating on my original Arizona Retractable Screen. Our discussion helped me to decide the necessary selection of components to be replaced.

The Technician, Mr. Jim Osberg is the primary reason for my email to you. You must be made aware that he treated your product like a fine Rolex watch during his parts replacement and it was a pleasure to watch him work on the removal and replacement of my fiberglass grey screen. In addition to the uniqueness of your product, the most important part is the understanding of its components and replacement parts when the work is being done accurately and correctly. Mr. Jim Osberg is one of the best professionals I have ever seen and I believe that I can judge with personal experience because I worked on development of GPS Satellites for NASA through The Department of Defense. Mr. Osberg's focus and care in each phase of the taking apart each of the components and putting them back together revealed his goal of a perfect job and in fact, he worked on the fiberglass screen replacement as if this was his own home, his own business, his own product and an absolute professional representing your company.

Please thank him directly on my behalf and also thank you for creating the Arizona Roll Screen Phantom Screen and selecting Mr. Jim Osberg, your superior Technician to come to my home and install the new fiberglass screen.

Sincerely,

*Charlene D. Selesnick*

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