

Dr. Sven C. Vogel

Los Alamos, NM, April 2<sup>nd</sup> 2013

Dear Christel and Bernie,

this letter is to express my appreciation for the products and services provided by European Windows.

Your advise during planning the purchase, shipping, and installation was superb, culminating in your visit here in New Mexico to train the contractor installing the windows. Your after-sales service for the couple of very minor issues that have occurred since the installation is excellent and very efficient.

I am extremely pleased with the appearance and overall quality of the windows and shutters you delivered. All rooms are flooded with sun-light during the day and the shutters reflect plenty of light back inside when the interior light is on at night, making the rooms brighter even in the evening. The insulation value is great, I do not have to turn on the heater anymore unless the outside temperature is below freezing. The tilt-and-open mechanism of the smaller windows, with the seals pressing firmly against each other in the closed position, is far superior to the sliding or crank mechanisms still offered frequently by your U.S. competitors. I find it very practical to be able to clean the smaller windows from the inside with the ability to open them full-swing. In the summer months, the partially closed shutters allow me to decrease heat-up of the house, making the whole house feel substantially more comfortable year-round.

Many of my guests have compliments for my new windows, the windows are truly eye-catchers, and I sincerely hope I can generate more business for your company with my recommendations. Please feel free to use me as a reference for potential customers in my area.

Best wishes,

Dr. Sven C. Vogel