Wolf Creek
PRODUCTIONS

Wednesday, January 17, 2007

Rachel
Pegasus Spas
171 Main St.
Brooklyn, MI 49230

Dear Rachel,

I just wanted to send you a letter to thank you for being so helpful the last couple of times that I had called about my hot tub.

I purchased my Sundance tub used from a third party who originally purchase from Pegasus. I was not familiar with it and needed assistance. Every one at Pegasus has been very helpful to me.

In addition to helping me get familiar with my tub, I have had a couple of problems arise with the tub within a matter of a few months. Today I called you with a concern about lack of pressure from some of the jets. You could have easiy said, "you need to place a service call." However, you helped me diagnose the problem as being a dirty filter!

A couple of months ago my tub began leaking steadily and I had to fill it up once a week. Your service department was kind of enough to help me diagnose the problem over the phone as probably being a broken light fixture.

These two instances show me that Pegasus really cares about helping all clients quickly and really know what they are doing. In addition, Pegasus is not concerned about the short term howver, they are in this for the long run!

I would highly recomend purchasing a spa from Pegasus because of your phenomenal customer service! Thanks again and I look forward to being serviced by Pegasus for many years to come!

Sincerely,

Tom Kanalas

Tom Kanalas
Marketing Director
Wolf Creek Productions

P.O. Box 324 • Rives Junction, Michigan 49277 • *(517) 569-3164* • *Toll Free (866) 569-WOLF* • *Fax (517) 569-8040* • *www.wolfcreekinc.com*