

**Gary Belgium**

**From:** "John" <johnwalley@warmworld.co.uk>  
**Date:** 08 December 2011 12:08  
**To:** <dataterm@warmworld.co.uk>  
**Subject:** Thanks - From a very happy customer  
Dear Sirs,

A personal thanks for a very high level of customer care.

I was slightly cautious when I thought about buying the Dataterm system, mainly ease of installation for DIY and aftercare if needed. You have exceeded my expectations in both.

The product was very easy to fit - with concise instructions and the offer of telephone support if required. All fitted and running in a few hours. So far I have seen considerable energy savings.

The aftercare has been exceptional - a slight glitch after 3 months undoubtedly down to further work on my home electrical installation solved by yourselves "re-flashing" the unit with a day turn around after a phone call from Gary.

I would recommend Dataterm to anyone.

Regards & thanks

John Walley

72 Murrumbidgee  
Woolwich Road  
North Sydney  
1585 044

Complaint:

Author:

Tel:  M:  email:

**Nature of Contact:**

contact with customer re: DT  
customer asked for fax, he was very pleased  
to find that customer support he had  
been in need of!

**Action:**

Fix DT issue by re-flashing label  
code - F0C

Signed: 

Date: 7/12/11