

**To:** The Ownership, Management, Staff and potential customers of Advance Pump and Filter Company

**From:** Karen E. Gray  
Dover, NH

**Re:** Service and Satisfaction

Any homeowner would likely feel the some shock to find their holding tank leaking in their basement. For those like me who have finished basements, the potential for major damage is extraordinary.

What do you do? Well after poking around on your hands and knees for a day or two, and feeling grateful for your wet vac, you finally realize it's time for the professionals.

The previous owners had the good sense to have Advance Pump and Filter install the tank and to my good fortune the company is alive and well. They had the file from the installation to review and I have lived in my home, 10 years. The pump preceded me by 8 years. Now that's longevity! And great recordkeeping!

After a phone call and the speedy customer service of Courtney, I was paid a visit by Frank and Harold within a few days of my call. It would have been that very day if my schedule had allowed. So Frank went right to work sizing up the problem and in terms only they know ... the problem is "diagnosed". Harold returns to the vehicle and is back with all the necessary parts. In no time I am completely educated on the situation and all my questions were answered. In less than an hour the leaky valve was fixed. Water problem solved. Clean up advice reviewed and off they went. The cost was far less than what I expected since I though the tank was the problem. Thankfully they were honest and didn't do their work based on my diagnosis!

I want to thank all of you who make Advance Pump and Filter a business of honesty, quality, customer service, affordability and peace of mind. You have in Frank and Harold, two gifted professionals. Courtney, thanks for the smile in your voice each time you answer the phone.

To potential customers ... You would be wise to choose this company. You will be so pleased you did. They don't have to live up to my letter ... but they did, do and will. Thank you all very much.