



# Cereal City Snacks Inc.



9840 Bellevue Road \* Battle Creek, MI 49014 \* (616) 965-7887

*DEAR NEAL AND SUSAN;*

*I DON'T KNOW HOW LONG IT HAS BEEN SINCE WE HAVE BEEN USING VEND FRIEND, BUT OUR WATER RELATED SERVICE CALLS ARE NON-EXISTENT. IT HAS BEEN AT LEAST 10 YEARS AND PROBABLY MORE.*

*JANUARY OF 2002 WE RECEIVED A CALL THAT A WATER VALVE WAS LEAKING AND HAD TO REPLACE THE RUBBER DIAPHRAM IN THE VALVE. OUR REPAIRMAN CALLED THE OFFICE AND ASKED IF HE SHOULD REPLACE THE OTHER VALVES SINCE IT HAD BEEN OVER 10 YEARS. THE VALVES DID NOT LIME UP OR TEAR THE PISTON THEY JUST WORE A HOLE IN THE DIAPHRAM.*

*WE HAVE A VERY SERIOUS LIME PROBLEM IN THIS AREA AND VEND FRIEND HAS CURED MY SERVICE CALLS 10 YEARS AGO AND CONTINUES TO PROVE ITSELF.*

*THANK YOU,*

*MR MIKE RAHN*

*CEREAL CITY SNACKS, INC*