



ALAN FELDZINSTEIN & ASSOCIATES

MECHANICAL SERVICES

Heating Steam/ Hot Water - Plumbing
Air Conditioning - Process Piping
Water Mains - Sewers - Pool Repair
Ventilation - Energy Management

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TO: Scott Delany
President
Delany Products

Date: October 1, 2018

Services Rendered:

Dear Scott;

I want to reiterate my thanks and surprise at the response from Delany Products to a recent issue back in August of this year at the United Airlines Terminal at Newark Airport.

We are in the process of slowly renovating all the restrooms throughout the terminal. A few months ago, we installed Delany valves in a restroom as part of the first phase of the renno.

We began to have issues with the valves installed. Honestly when I called to complain I was expecting to be told that we must have done something wrong in installation or some other excuse. Instead I was told that a company representative would be at the terminal within 72 hours to remedy the situation.

I must say I was more than impressed when you showed up as "the representative". You listened to the issues, examined the product and asked key detailed questions. Your analysis that that this was wrong product for this application and that fact that you replaced the valves on the spot with the other type of electronic valves was great. I have not heard a sound from the terminal. The new valves are working flawlessly.

I have been around this industry long enough to know that no one's product is perfect 100% of the time. Equally as important to me is how a company deals with their product when there is a problem. Not only did Delany address the problem quickly, but the president taking personal interest to go into the field and handle it himself is truly exceptional customer service. Like I said I was more than a little impressed.

I have known the Delany name for a long time, but meeting you and hearing about all the changes with the new Delany Products, as well as how you stand behind your product makes me believe I will be supporting your product and company wherever possible.

As we begin phase two of the renovations, you can count on our using Delany Products again, and again.

FROM: Al Feldzinnstein

Owner, Alan Feldzinnstein Plumbing & Heating

Newark, NJ