



The United Church of Canada

Otterville and Springford Pastoral Charge

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Attention: Jeff Crook, National Sales Manager
Chime Master Systems
P.O. Box 936
Lancaster, Ohio 43130
Faxed to 740 476 9566

Greetings, Mr. Crook;

Thank you for your letter December 19, 2001 inquiring about our Installation of a Chime Master system at our church. Sorry for the delay in getting back to you with our comments.

Our experience your Chime Master Systems has been excellent. It is clear that every effort has been made to provide an excellent solution for our particular needs. From the first phone call to speaking to a technician about installation issues, we have received prompt and expert assistance. Our system was easy to set up, easy to program, and, in our case, cooperated with our previously existing equipment perfectly.

You may, however, be more interested in my relaying the comments we have received from our congregation and community since the chimes have been up and working.

I received several e-mails from members of our congregation and others who expressed gratitude for the installation of the bells, saying that they 'enhance the atmosphere of our village'. One member of our congregation asked after church, "What have you done to the bells, they sound better than they ever did before?" At first, we played hymns for 15 minutes at noon and 6 p.m., but we had several requests to let the bells play longer at those hours, and people were enjoying them. Many people have expressed delight at being able to listen to the bells before worship by means of the interior speaker you provided. And the young people thing the remote control is cool. The Arthur and Scott families have expressed their appreciation for the way the Chime Master System has allowed us to upgrade an earlier memorial without obliterating the physical presence of that memorial. We have also received many positive comments about the number and variety of hymns available to us on our Chime Master System.

We happily commend and recommend Chime Master Systems and look forward to many years of chiming the hours and inspirational music that is the reason for having a steeple on our Church!

Sincerely,

Rev. Doug Moore, Otterville United Church