

REV. DAYLE F. KEEFER, Pastor
Parsonage Phone (716) 487-2255

RICHARD D. KEEFER, Assist. Pastor
Parsonage Phone (716) 488-2250



YOUTH CENTER
(716) 664-3198

Fluvanna Community Church

May 18, 2002

Chime Master Systems
P O Box 936
Lancaster, Ohio 43130

Dear Mr. Jeff Crook and Chime Master Systems,

I wanted to extend our heart-felt appreciation to you and Chime Master Systems. This letter is long over due. Your company has done all that you claimed you will do and more! We have appreciated your concern in making sure that we purchased the chime system we felt we wanted and were also explained the options available for the future. Jeff, not only was informative but has an excellent understanding of the total chime system.

The Chime Master Systems has been more than what we expected. It has been in place for over 4 years and it continues to a-“peal” to those in our community as well as our own church family by the ‘memorial hymns’ “on special days and times!” The manual is written on a laymen’s level not a technician’s level, therefore it is easy to read and understand. Thank You for such a wonderful system.

An incident I would like to point out to you took place just before Easter, March 17, 2002. Our church lost electrical power and when it was restored the system did not work right. I called and talked to Jeff and he walked me through a test procedure to reset the unit. When that did not work, he said that if we could return the unit that they would try to correct the problem and try to return it by Easter (even though some of the technicians were off that week). I could not return the unit until the Thursday before Easter but we did receive it back in 1 week! What great service! Once the system was returned, I did not know exactly how to set it up again and once again Jeff talked me through it just perfectly! Again, great service!!

I hope that I don’t sound like I am flattering you. I am not! I am just telling what happened. All this is true and you can call me if you would like to ask me for yourself. Dial 716-484-0553 and ask for Ric Kefer.

We are satisfied with our Carillon System and would recommend to anyone considering purchasing a bell system, “make sure you check out the Chime Master Systems.” You won’t be disappointed.

Sincerely,

A handwritten signature in cursive script that reads "Richard D. Kefer".

Richard Kefer
Fluvanna Community Church
3363 Fluvanna Ave Ext
Jamestown, NY 14701

**3363 Fluvanna Avenue Extension
Jamestown, New York 14701-9782**

**Phone (716) 484-0553
FAX (716) 664-5033**