



June 28, 2009

Dear Company,

Lake Compounce is a mid-sized theme park located in central Connecticut. Our business is very versatile and when we are in peak season all support personnel must be prepared to immediately take action. On property we operate thirty facilities (not including our rides and attractions), which are all very diverse in terms of equipment and resources. Action Air is one of our primary contractors that we welcome to take care of maintenance and repairs on various pieces of our equipment.

Action Air System's has very professional staff members that they send out to work on our equipment. The technicians that they send out are very knowledgeable as well as versatile when it comes to maintenance. The technicians are very familiar with our facility and require minimal supervision when they're on property. We've had Action Air work on air conditioning service/installation, exhaust hoods, stainless steel fabrication, ice machine repair/maintenance and refrigeration repairs/maintenance. We are a seasonal business that requires start-up and winterization procedures. Action Air is very instrumental in assisting us with opening and closing our facility. Their diverse offerings help our business in streamlining contractors, which saves our business money.

I've always managed my end of our business using core values that circulate around integrity, customer service, quality, fairness and of course financial feasibility. Action Air has made mistakes and will continue to make mistakes just like any other business. I've always believed that it is how the mistakes are handled, and the Action Air team has never left any open ends. Their attention to detail and follow-up have been outstanding, and I foresee business relations continuing with Action Air for years to come.

Sincerely yours,

Jonathan Vigue
Assistant General Manager

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