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To Whom It May Concern:

I would strongly recommend Sentry as a provider of library security gates. We selected the Sentry Wide Aisle Management (WAM) system when constructing a new library building between 2006 and 2007. This product was selected because it covers a wide distance with only two antennas per door, rather than three. This gave the library a more open, and welcoming, appearance, rather than having an antenna in the middle of the doorway. The system worked well for 12 years, without any maintenance.

In 2019, the gates began beeping erratically and I began exploring solutions to repair or replace them. Based on cost, I ended up working with Sentry for a solution. Throughout this process, our service representative, Dave Rosen, was extremely helpful. He helped provide us with an array of possible solutions, including replacing the control board rather than the entire product. This provided a substantial saving. He also helped us explore ways to pay for this, including financing, even though, in the end, we were able to afford to pay for the whole project at one time.

Even though this process took almost a year, Dave understood the steps that needed to be gone through, including communications with our city and the library board. Dave was very good at clearly communicating when he, or I, would follow-up about the next step and did not call excessively. He also informed me about other Sentry products but was not overly insistent in promoting them.

The installation process was very smooth and the installation technician took the time necessary to fine-tune the system so that it will work at its best. Before he left, he also took the time to answer questions and showed us what to look for as warning signs of potential problems.

I am very pleased with the overall process and am particularly pleased that the new system can be hooked up to a computer for long-distance troubleshooting. As a rural library, the ability to adjust the system via a computer will help our budget long term.

Sincerely,

A handwritten signature in blue ink that reads "Sarah Clendineng". The signature is fluid and cursive.

Sarah Clendineng
Director

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