

ISOTHERMAL

COMMUNITY COLLEGE

Isothermal Community College Library
P.O. Box 804
Spindale, NC 28160

February 28, 2020

Dave Rosen
Sentry Custom Security
25 Kinneer Court, Unit #3
Richmond Hill, Ontario L4B 1H9

CC: Chuck Weiss, Joe Centeri

Gentlemen,

I want to thank each of you for your stellar customer service and gracious handling of our concerns with our ADRBV100 Deactivator/Reactivator, the loan of the book wand, and just making interacting with Sentry Custom Security an honest pleasure. It is refreshing to deal with a company that realizes that goodwill goes such a long way in building and sustaining a profitable business. So many, like one of your leading competitors, treat us as nameless, faceless cogs in their machine.

I want to assure you that your efforts do not go unnoticed and that I will continue to advance Sentry as the top choice whenever the topic of library security comes up. I will be meeting with my community college colleagues from all over North Carolina next week and I will be looking for any opportunity to sing your praises, once again.

Sincerely and gratefully,



Charles P Wiggins, Director of Library Services