



September 15, 2023

Sentry Custom Security
1881 Lakeland Ave.
Ronkonkoma, NY 11779

Dear Sentry,

There's nothing like the friendly voice of quality customer service. I joined the library community in 2015 and soon became acquainted with Dave Rosen and Sentry. Dave has since been an invaluable and positive resource for Sentry products. He has offered guidance in selecting supplies and can advise on exactly what is needed for a job. Sentry products such as EM security strips and wands always work perfectly, and we've found them to last for many, many years.

Dave has also assisted with our larger purchase of detection gates and helped at every step along the way including selection, budget and pricing, installation suggestions, and use. We've had our gates for four years now and have been very pleased with their performance and reliability. On the rare occasion of a malfunction Dave and Sentry were right there with support, and readily came up with a simple and no-cost solution. Since the initial purchase of the detection gates our book loss has decreased and collection inventorying has become much easier.

Dave is knowledgeable of our library and the products we use, and he touches base regularly to check on how our Sentry products are working. He lets me know of upcoming specials or sales for those items he knows we purchase, and always checks back to ensure ordered items were received.

Our experiences with Sentry Custom Security and Dave Rosen have been professional, positive, and efficient. Their products and service have been greatly appreciated.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kathleen M. Charrey".

Kathleen Charrey
Marine Military Academy, Librarian