

**From:** Tom Quinn [<mailto:TomQuinn@GustavoPreston.com>]

**Sent:** Wednesday, October 16, 2013 9:07 AM

**To:** [kevin.shaw@emerson.com](mailto:kevin.shaw@emerson.com)

**Cc:** Steve ([srosa@rosemonteng.com](mailto:srosa@rosemonteng.com)); Rick Dumont ([rdumont@rosemonteng.com](mailto:rdumont@rosemonteng.com)); Eileen Fedorchuk

**Subject:** Local Rep goes above and beyond call of duty...

Hey Kevin,

Wanted to let you know about Steve Rosa's work yesterday....

Discovered at start-up that we had a bad Mark II. Reading bad voltage when it was actually fine. Discovered the sprinkler contractor had another Peerless/Firetrol system in its warehouse, Steve went and removed the Mark II from the warehouse unit. Implanted and programmed the Mark II that allowed us to complete the acceptance testing.

Beside the long day, (and my parking ticket) it saved us the ugly requirement of getting all the parties back together for a re-test and associated costs.

Steve's day of brain surgery saves all of us a headache!! A job well done!

Regards,

Tom

Tom Quinn  
Sales Engineer  
Gustavo Preston Company  
23 Industrial Ave  
Chelmsford, MA 01824  
978-250-3333 x 1231  
[tomquinn@gustavopreston.com](mailto:tomquinn@gustavopreston.com)