

August 15, 2012

TurboFlare International
Attn: Ed Cadoff
151 Cassia Way Unit C
Henderson, NV 89014

Dear Ed:

I would like to take this opportunity to give you some feedback regarding my experience with your company and your product.

Your professionalism and expertise as you introduced me to the TurboFlare product was refreshing and reassuring. It was obvious to me that you are extremely familiar with the product and its numerous applications and deployment. It was also obvious that customer service is important to your company. I was treated with respect and it truly felt like you appreciated my phone call and my business. It was a uniquely refreshing conversation.

The set of TurboFlares I purchased some two months ago have worked flawlessly, just as you assured me they would. As they were needed very quickly, I had them shipped directly to the end user without the opportunity to familiarize myself with them prior to deployment. I have had some experience setting up field-expedient landing lights and was a bit concerned that I would be attempting to explain their use over the phone without ever having seen them. But again, just as you reassured me, the set up was simple and straight forward. In fact I received only one phone call from the user and that was to make one small adjustment to reposition the landing area. No maintenance has been required thus far and they have remained in place after more than a dozen helicopter operations.

As I anticipate the need for additional light sets, rest assured that TurboFlare International is my first choice for this type of lighting solution.

Thanks again for your professionalism and attention to every detail of this transaction.

Sincerely,



William E. Butts
Director of Aviation Operations
Intermountain Life Flight

