



**99 South Bedford Street
Burlington, MA 01803
781-270-7900**

Date: May 20, 2011
Subject: Mechanical Systems Inc

Dear Brian,

MSI has provided invaluable service to our facility throughout the years of our operation.

Now approaching my fourth year as facility supervisor at AMRI-Burlington, I rely on MSI to keep our facility operational year round. MSI was the preferred contractor when I first started working at the AMRI facility. From the first day, MSI provided me with background information on our utilities, including previous issues and repair events. At the time, our preventative maintenance history was lacking essential details, which MSI was able to supply by retrieving filed work slips from previous service calls. With their knowledge of the facility MSI can often trouble shoot issues over the phone and always responds to service requests within hours. Every technician dispatched to the facility has extensive knowledge and experience on the equipment being serviced, which allows me to go about my daily routine without having to worry about checking in on their progress. No matter the issue, equipment, or utility, when something goes wrong, MSI is my first call.

I will continue to use MSI as my primary mechanical contractor now and in the future. I can count on MSI to provide budget conscious quotes on the numerous construction projects I have scheduled. Currently I am updating and expanding our preventative maintenance contract with MSI for 2011. I know that MSI is committed to providing me with the highest quality construction and maintenance services available, worthy of being an Accredited Quality Contractor.

Sincerely,

Joshua Fournier
Facility Supervisor AMRI-Burlington