

August 28, 2009

Mark's Piano Service
354 Elizabeth Street
Guelph, Ontario
N1E 2X9

Dear Mark,

I wanted to write you today, as a special thank you for all the time, effort and work you've done for me on my Heintzman grand. You've done an outstanding job and there are few words to express how thrilled I am with the final results. It's fantastic!!

Having the sound board replaced was indeed a huge job. Along with installing a new pin block, which did make sense, when you consider taking on job like this. Your guidance and explaining the process made for an easy decision to proceed. Yes, it was an expensive undertaking but with the work you've done, quite a few years ago on the action, hammers and such, I do in fact have a new piano in every sense. It plays beautifully and the sound is incredible!

When I expressed my interest on the fully electronic and electromechanical system called Pianodisc, you also came through. Your knowledge and again much appreciated guidance lead me to believe this was the system to have installed. As you recall, I was not aware of such the wide scope of services you provide. Guelph is quite fortunate to have a man of your expertise in this field. Inside and out... it is complete service!

With Pianodisc now installed and the piano back home, my friends, family, my students and myself are in complete awe of the playing capability of this system. Every time I sit and play or listen to the piano playing itself, I can't get over the incredible sound the piano now has. With the capability of being able to record, it is such an added value to have. For my students and myself it's just unbelievable.

Thank you so much Mark, for all you've done. I look forward to many years of working with you for the care and maintenance on my Heintzman. It truly is an outstanding job you've done!

My sincerest thanks,

A handwritten signature in cursive script, appearing to read "Rick Wilson".

Rick Wilson
64 Balmoral Drive
Guelph, Ontario