

*Sarah Triton Studio
Sarasota, Florida
Tel: 941-266-1892*

We want you to know how pleased we are with every aspect of our Astroguard installation. We received the product in less than a week of ordering it, and appreciate that each precut piece of Astroguard was labeled, not only with the name of each window, but also with my measurements. Because we had no weather threats last summer, each week we found ourselves postponing starting the job, i.e. measuring and screwing on each clip etc...It was really hot out! However, as the New Year rolled in, and the weather was cool, we finally got it all done. You were always "there" for each of my questions, regardless of how weird they were, either by phone or e-mail. I thank you for that, since I am personally a maniac about customer service in my own professional endeavors.

It took installing a couple of windows as "learning tools" after realizing that there is metal flashing at the top corner of each window. After then changing the top corner clips to angles, everything fell into place simply and smoothly. My husband installed two-thirds of the windows one weekend, and the garage and sun-porch the next.

Incidentally, we are in our early 60's and are both below average height. However Mark installed ALONE, and only needed me to hold the longest pieces of fabric a couple of times. Then after taking the enclosed pictures, I removed and packed up the Astroguard, ALONE.

The only advice I would even assume to give to your company is that once the clips are on the fabric, your storage bags are a little small. So I only used one; the rest of my fabric went into plastic bins (see photos in 2nd file), and unless you have an warranty objection for some reason, that's how they will remain stored. To customers who want to install themselves, use quality power tools; we have a Black & Decker lithium ion screwdriver which made attaching the clips a breeze, and we chose to purchase a reasonably priced electric hammer drill made by Ridgid, with a 100' drop cord, because it's a real hassle when you are ?in the zone? and your battery dies!

Last but not least, when we purchased our 50 year old remodeled home in May 2010, we realized that the previous owner had installed "sale" windows, and also that there was no other hurricane protection at all(a big no-no). Our Citizens Property insurance first year

premium was \$1467.00. So once completed and inspected by the City building inspector, I submitted all the engineering data and the link to your website to the wind mitigation inspector & to our agent, as well as the pictures I have attached. Today I heard from our agent, and she received the new endorsement from Citizens. Your product has received an "A" rating, and we're receiving a pro-rated refund for the remainder of this year. In May, our new premium will be \$945.00, a \$522 savings! That rocks! The best rating for protection, and a 36% savings!

Again, Yehuda, thank you so much! If we can ever be of assistance to you with customers here in Sarasota, feel free to call us. You are, of course, free to use any or all of this letter, or our pictures, if needed.

All the best,

Sarah & Mark Triton
Sarasota FL
www.sarahtritonstudio.com