

August 28, 2000

Mr. Terry Hofrichter  
Perma-Chink Systems Inc.  
17635 N.E. 67TH Court  
Redmond, Wa. 98052

Dear Mr. Hofrichter:


In 1999 I built a log home and guest house in the Bitterroot Valley of Montana. Prior to the start of construction, I did extensive research on materials and products for use in my new home and chose Perma-Chink products for finishing and chinking my logs.

I was amazed to find that not only were the products of high quality, the application technically superior and the results beautiful; I was overwhelmed with the level of personal support extended to my contractor and myself by the Victor, Montana Perma-Chink branch. I found the entire staff, and in particular, Joanne Hamlin, to be extremely knowledgeable and eager to assist with general information as well as "trouble shooting" in the field when necessary. Joanne's commitment to customer satisfaction goes far beyond the norm.

The staff's cordiality and accessibility to the home owner made a somewhat stressful building project much more tolerable. Upon completion of my log home, the Perma-Chink staff has continued to assist me with information and site inspections regarding the use of key maintenance products necessary to maintain the integrity and beauty of my log home. I feel the Perma-Chink Lifeline products are, in part, responsible for my home being featured in the September 2000 issue of "The Country's Best Log Homes".

In today's competitive and somewhat ruthless business climate, I found Perma-Chink's customer service skills to be most refreshing and as much a "LIFELINE" as your product name implies. I will continue to use and recommend Perma-Chink Systems and to consult with the "Perma-Chink Family" in Victor to preserve the soundness and beauty of my log home.

Sincerely,



Susan M. Bishop