

We really appreciate the great welcome and service that you extended while we were with you!

Here's the text of what I sent to the Alfa user's group on Sep 2.

If you have any issues with your Twin-Temp and will be passing through or near Cincinnati, OH, here's an account of what we did in similar circumstances.

As the first year in our 2006 Alfa Gold was nearing its end, we stopped at Precision-Temp (Twin-Temp hydronic heater manufacturer) in Cincinnati for the one problem not resolved by our dealer (Emerald Coast in Gulf Breeze, FL) before we left Florida for a 3-month excursion. I had called ahead to make sure that they could accommodate factory visits on Monday, Aug 6 and to discuss the problem we had. I was assured they could handle any likely problem within 2 hours of starting work and was invited to arrive the night before the visit and to stay in their large parking lot to the rear of their facility (no hook-ups but no neighbors, so the generator didn't disturb anyone).

At about 8:30 AM on Monday Marc Hamilton, Precision Temp's lead technician, came to our Alfa with another technician and they quickly diagnosed the specific problem (a defective blower). A new blower was prepared, installed and tested. Gary Wulfmeyer, the Precision Temp service manager joined us and told us of an earlier manufacturing problem with the lubricant in the sealed bearing of the blower, but that the problem had been fixed. While we were chatting, Marc continued the inspection of our unit and found that it was low on the propylene-glycol/water solution, so he topped it off and checked to make sure that the lines were free of air. Since the level was low he checked the "plumbing" fittings beneath the galley sink and the bath/shower to make sure that any leaks had been corrected. He also updated several of the minor components on the unit with the latest products.

During our brief 2-hour stop Gerry Wolter, the Precision Temp president, came out to visit and to describe some of their plans to extend the use of their line in other RVs. He and Gary were both interested in our thoughts on the Twin-Temp.

Precision Temp is less than 2 miles off exit 10 of I-75 and very easy to get to. Their central phone number is 800-934-9690; Gary is at ext 109 and Marc at ext 110). They can answer any question you might have about the operation of your unit. If you can't make it to Cincinnati, make sure that your

local servicing technician knows their phone number. They can sure speed the diagnostic process!!

We were really impressed by our welcome at the plant and by the prompt manner in which the company handled our problem. We are also happy that Alfa has incorporated a major component provided by a company with such great attention to customer service!!

We are all enjoying the furnace here in Colorado. We are camped at the US Air Force Academy; about 7000 feet above sea level and the night time temps get down in to the lower 50's. The "we" includes our cats that can be found every morning, stretched on the tiles in front the galley register.

Thanks for everything!!

Malcolm Meeksion
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