

To: Lisen Cummings  
Bioscience, Inc.

From: Gary Jackoway  
MIDI, Inc.

Date: January 22, 2018

Hi Lisen,

Thank you so much for your help with our Ampulmatic.

We had a critical customer order that needed dispensing only to discover that our Ampulmatic was not operating correctly. We were able to get prompt technical support from you to discover the cause of the problem.

You gave us a series of options for dealing with the problem. We chose to send the unit to your site for repair. You gave us one day turn-around and we had the unit in operation two business days after we sent it to you.

We greatly appreciate your help and your commitment to service.

Thanks again,



**Gary Jackoway**



Vice President, MIDI, Inc.  
(302) 737-4297

[www.midi-inc.com](http://www.midi-inc.com) Twitter: MIDI\_Group LinkedIn: MIDI Group



Veteran Owned, Small Business

