

ADD SYSTEMS

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August 3, 2012

Mr. Owen Watkins, President
SUREFLIGHT Aircraft Completions
211 W. Stewart Huston Dr.
Coatesville, PA 19320

Dear Owen,

I just wanted to write and to tell you how happy all of us here at ADD Systems are with the new paint on our C90B King Air. I thought I would wait a bit and get some flights on the paint job and see how it holds up before sending this along. Of course, much more time will be needed to truly see how well the paint will hold up to the elements and tortures of flight, but I believe the work your people performed will last us many years.

We have had several compliments regarding the quality of your paint work and every one of our passengers has made positive comments regarding the overall "curb appeal" of our "new" King Air. Certainly the aircraft does look like new and I have noticed that cleaning the soot from the nacelles and wings is incredibly easy now.

From our first meeting with Steve and DeWitte, to bringing the aircraft back for minor detailing after completion, I truly enjoyed working with all the members of your shop throughout the entire process. Between visits to your facility, Danielle was especially helpful in providing us with almost daily photos of the work as it progressed and never hesitated to send me yet another photo upon my request.

DeWitte couldn't have been more accommodating when answering our questions, explaining the processes needed, and fulfilling any requests we had. To be honest, I had expected some hesitation on his part when I failed to correct the nacelle striping during the layout session and only noticed my mistake after the stripes had been painted on, but he was incredibly helpful, patient, and understanding. DeWitte is truly a customer oriented professional.

In closing I want to thank you and all the members of your company for making the painting of our King Air a most pleasant and painless experience. I have already recommended your facility to other aircraft owners & operators and will continue to do so.

Best Regards,



Bill Tharp
Director of Flight Operations



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