





19 Higgenbottom Road  
Erie, Pennsylvania 34889  
January 18, 1999

Tom Speed, General Manager  
Speedy Sump Pumps  
222 Warehouse Point Road  
Warehouse Point, Connecticut 16445



Dear Mr. Speed:

I recently installed a Speedy Sump Pump,  Model #445-A7, in my basement. Water had been seeping into my basement, and I needed a reliable way of removing it before it ruined the possessions we store down there. The manager of our local hardware store told me that Speedy Sump Pumps were the best on the market and should do the job. I have enclosed a copy of my receipt for that purchase.

With all the snow we have had already this winter and with the usual thawing around the foundation, water has started to come in through the basement's foundation cracks. At first, the sump pump did an admirable job of removing the water. However,  last week, the amount of water coming into the basement increased slightly and the Speedy Sump Pump cannot begin to keep up. In fact, sometimes it doesn't come on and I have to go down to the basement, wade across the ankle-deep waters and shake the pump before it comes on and pumps water out of the basement.

The manager of the hardware store tells me that I need to ask you what the problem is. If you cannot solve the problem with the sump pump, I am hoping that I can get my money back from your company because the pump is either inadequate or defective. Perhaps there is a better model of Speedy Sump Pumps that would do a better job?



I shall look forward to your response. I can also be reached by phone at (555) 872-4889 between 5 and 7 p.m. daily.



Cordially yours,

***Charles Dogsbreath***

Charles Dogsbreath

Enclosure

