

February 16, 2015

Mr. & Mrs. Dale Bates

Pahrump NV 89048

Shadow Mountain Home Resources

Pahrump NV 89060

Dear Joe:

You installed our pellet stove insert, the RIKA Integra II, in December right before the cold wave hit. The stove has lived up to our expectations. It is easy to operate: to turn on and off, to increase or decrease the heat, to add pellets, and to clean. We enjoy the warmth that spreads throughout the house.

This is our first pellet stove and we are glad we bought one of the best. Everyone who comes over remarks how good it looks and sits down beside it to enjoy the warmth. We think you did a great job of replacing the old false brick work with the new travertine tile. It really beautifies the house. The living room looks terrific!

Dale and a friend made a wrought iron tool caddy for the few tools that come with the stove. It sits next to the stove and adds to the charm of the hearth.

In the evenings I enjoy sitting near it just to appreciate the fire and the warmth. It has a relaxing effect and is a comfortable place for me to crochet.

We are also enjoying the ash vacuum and the reverse osmosis system you installed. Your service was stellar; it was a pleasure working with you. We wish you every bit of success as you launch your new business venture into pellet stoves and other products to add comfort to the home.

Sincerely,

Dale and Leslie Bates