

John Mordeson
4321 N/ 159th Ave.
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Priority One Fitness
14491 W. Center Rd.
Omaha, NE 68144

I wanted to thank your company for the way my service request was recently handled.

We purchased a BodyGuard T-340 treadmill on 10/29/05. It had an intermittent problem of tripping our household circuit. It has a 15 amp motor, and we had it on a dedicated 15 amp circuit. The documentation also said we should use a 15 amp circuit.

I was reluctant to call your store about the problem because I (wrongly) assumed that I would get the "run around". When I finally called I was impressed how eager the woman on the phone was to help; she didn't question my problem and happily scheduled an in-house service appointment.

When Paul arrived at our house he called BodyGuard. The BodyGuard rep said that we should run it on a 20 amp circuit. Paul and I both knew this was a convenient excuse to dodge the problem. Paul suggested some alternatives, and he said he would research the issue. Later that day Paul called to say that he had contacted another BodyGuard rep that was more willing to diagnose the problem. As it turned out BodyGuard had issued a service notice about the problem. BodyGuard sent a replacement part, and Paul installed the part. I am hopeful the problem will not occur again.

I appreciate Paul's determination and commitment. I rarely encounter companies that are so friendly and helpful **after the sale**. I appreciate these efforts. If I get the opportunity to buy from you again, or recommend your store, I certainly will do that. Thanks.

Sincerely,



John Mordeson