



SUMITOMO ELECTRIC AUTOMOTIVE, INC.

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August 6, 1997

Mr. Steve Lawson
Sonitrol Tri-County
36528 Grand River
Suite A-2
Farmington Hills, Michigan 48335

Dear :

It is with great pleasure that I write this letter to inform you about my experience with your company. Sumitomo recently moved into a new facility in Plymouth Michigan. We chose Sonitrol for several reasons; price, quality and the listen-back technology. We feel that we made a wise decision.

I want to let you know about the exceptional service Sumitomo received from two of your employees. First, Nancy Holtzman our sales representative. Nancy was the consummate professional from beginning to end. She not only educated us about your company and technology, she also assisted us in designing our security system. This was especially important since, as a new company, we had no prior experience in designing security systems. Nancy was consistently courteous, responsive and obviously had our best interests at heart. This is a rare thing in the business world today and one that we certainly appreciate.

I would also like to commend Mr. Bill Duran on his efforts at keeping the alarm installation on schedule. Delays in the construction of our building left the installation schedule up in the air. Bill stayed right on top of the situation and was on-site installing as soon as construction activities allowed. We appreciate his diligence in installing our system on a timely basis.

Our security system is not yet completely installed, but I have confidence in your company and in your staff that our system will be fully functional as soon as possible. I will certainly recommend Sonitrol to others and would gladly serve as a reference.

Thank you,

Christine Grysban
Administrative Manager