

January 7, 2010

Greetings,

This is a fan letter.

There was a point where I was not a happy person. My Epson R1800 had ceased to function properly. The particulars are not really important. I hauled it to NSI a number of times with the same complaint. Nothing seemed to work. Finally, I wrote a letter and hoped that someone would read it. I was told to bring the printer back one more time...and I did.

It was a sensor for “art papers”, something which had never been a problem before. The part was no longer available from Epson because the printer is no longer being manufactured (heaven forbid that they should support their products for an extended period of time!), but Jeff the Wonder Tech found a part, installed it and put my machine back in working order.

This is a fan letter for your Service Department and Jeff in particular. Please give them a gold star, they deserve it.

Sincerely,

*Anda Niles*