
From: Ian
Sent: Thursday, 9 January 2014 2:49 PM
To: Amboss
Subject: RE: Attic stairs for Samoa

Hi Robyn,

Happy New Year to you and the team. Thought I should let you know that I have installed the ladder and that all is fine. I had a few hiccups given that the joists were closer together than I had thought and had to shave some of one joist. I figured the strength would be there with the frame and the screws and then the additional timber I will add to support the new attic floor. However, I made the hole 10 mm narrower than specified and had to use a G cramp to get the frame snugly into place. It works well and is a great product! We are very pleased with it.

Ian

From: Amboss [mailto:amboss@ambossaccessladder.com.au]
Sent: Wednesday, 15 January 2014 7:35 PM
To: Ian
Subject: RE: Attic stairs for Samoa

Hello Ian!

Thank you! We also wish you and yours the very best for 2014.

It is always so nice to hear back from customers, especially with positive comments. I am very pleased (and relieved) that you were able to get pass the "hiccups" you experienced.

Please do not hesitate to contact us again if we can be of further assistance.

Robyn Hecht

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From: Ian
Sent: Wednesday, 15 January 2014 6:40 PM
To: Amboss
Subject: RE: Attic stairs for Samoa

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Categories: International, Robyn

Hi Robyn,

Oh, very happy with it. We are in the process of flooring the space now.