

Thu 6/24/2021 1:24 PM

Hello,

This morning I spoke at length with Andrew regarding our WKL 1060. It had suffered a set back after a recent power outage. He instructed me on how to reset it by unplugging the unit for 15 minutes, then plugging back in. Let it run for 25 minutes before checking the read out. He also indicated that it may take more than one try. Well, it is working after the first try and is now down from 78 degrees to 67 in the last hour.

Many thanks to Andrew for his precise instruction, patience and good sense of humor. In today's world of automated responses, delayed help and You Tube reliance, it was ever so refreshing to talk with someone at your company after calling just one number. No hold pause because of "unusual high call volume", leave a message and we might call you back before the end of the year, nor impatient call center employee who only has a set script to follow.

Please be sure to let Andrew know how much his help is appreciated.

Cheers,

Roland