

November 26, 2014

To Whom It May Concern,

My company has employed Bachman's, Inc. to maintain our Mill Valley office campus for many years. We selected Bachman's for preventive maintenance and office build-outs after disappointing results by the company which originally installed the equipment.

Prior to Bachman's implementing its extensive PM program, our customers suffered unpredictable interruptions of service. Bachman's convinced me that its program of thoroughly inspecting the equipment four times a year would prevent these problems, improve customer satisfaction and probably reduce our costs.


I was skeptical because Bachman's was a union company, and I couldn't imagine its service would be affordable.

However, it certainly was. I reviewed ten years of our Profit and Loss statements. Over that period, we spent an average of \$0.21 per rentable square foot for preventive maintenance, repairs and replacement of failed equipment such as compressors, fans and switches. Moreover, these costs became very predictable, with all but two years falling very close to the average. And the two outlier years were \$0.19 PSF and \$0.25 PSF.

We get extensive reports following Bachman's PM inspections. They tell us when equipment is subject to failure so we can decide whether to replace it before the failure inconveniences our customers.

Bachman's has been a trusted partner over the years, and I recommend the company highly.

Sincerely,


John Schneider
Managing Director