

Steven Nissman, MD
301 Williams Road
Fort Washington, PA 19034
610-202-9663

November 11, 2011

Richard Melikian and
Ronald D. Farrell Jr.
Burhans Glass Company
110 E. Beldler Rd.
King of Prussia, PA 19406

Dear Mr. Melikian and Mr. Farrell,

I felt compelled to provide some positive feedback to you after your salesman, Wayne Plennert, came out to my house yesterday to look at my master bathroom shower.

My family and I recently moved into a new home that has turned out to be a bit of a fixer-upper. Over the past few months we have had countless contractors out to the house looking at a host of problems, and have had quite a bit of work done. One of the most problematic issues to us has been the leaking master shower. Water leaks down to the kitchen ceiling below. We have had a plumber, a tile guy, and a Kohler rep out to the house to investigate the shower to no avail. We eventually realized the problem was related to improper seals on the thick glass shower door, and Burhans was recommended to me by one of my co-workers.

Wayne was absolutely amazing! His knowledge was astounding and he took the time to clearly explain everything to my wife and me. Rather than trying to up-sell us on work we did not need, he was honest and helpful and spoke as if he genuinely cared that the problem gets fixed. In the end, he was able to stop the leak by just installing some simple vinyl seals around the door. I was just so impressed with Wayne that I had to write and let you know what an absolute asset he is to your company! In the future, I know I will always turn to Wayne at Burhans for any of my glass or shower needs! So glad we found you guys!

Sincerely,



Steve Nissman, MD