



FAULTLESS LINEN  
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To Whom It May Concern:

I started working with Gerard O'Neill and his team from American Laundry Systems, a division of E & O Mechanical in the fall of 2004. The project was to turn a 46,000 sq. ft. building that had been used for metal fabrication, into a highly automated hospital laundry plant. Utility core, trenches, walls, power plant, equipment selection, layout....every detail needed to be dealt with.

We contracted with American Laundry Systems to manage the entire project, including assistance with layout, CAD drawings, RFP's for all equipment needs and monitoring every aspect of vendor presentations, mechanical engineering, on-site management of sub-contractors, scheduling, and assistance with installation. They have been involved in every facet of this project, from start to finish, including going the extra mile wherever they could. They picked up where other subcontractors dropped the ball. They tracked every detail and kept us involved and informed every step of the way.

My experience with Gerard and his team has been very positive. They are conscientious, hard-working, and responsive. The quality of the work they have done for us is excellent. Like me, Gerard strives to protect the reputation of his company with good performance for his customers. I would contact him again for any of my company's needs.

A handwritten signature in black ink that reads "Susan Witcher". The signature is fluid and cursive.

Susan Witcher  
President, CEO  
Faultless Linen  
Kansas City, MO