



Mr Matteo Passoni
Hi Tech International Srl
Via Michelangelo Buonarroti, 43A
Gorgonzola
20064
ITALIA

Terry Standing MBA MA MIFireE
Chief Fire Officer
Fire and Rescue Service HQ
Waterwells Drive, Quedgeley
Gloucestershire, GL2 2AX
Phone: (01452) 753333 Fax: (01452) 753232

www.glosfire.gov.uk

Please ask for: Tally Giampa (email tally.giampa@glosfire.gov.uk)

Phone: 01452 753309

Our Ref: 219/tg

Your Ref:

Date: 25th October 2009

Dear Mr Passoni,

I would like to express my thanks for HTI's response to the recent technical problem with the HTI 525 hovercraft.

Within a few days of reporting the problem, your mechanic arrived at our workshops on 8th October and dealt with the problem in a swift and efficient manner. He also provided other technical advice during the visit.

It is very reassuring to have this level of after sales service.

Yours sincerely,

Group Manager Tally Giampa
Lead Officer – Rescue Hovercraft Project
Gloucestershire Fire & Rescue Service