



TRACO

The Windows And Doors That Greet The World.

15 July 2012

Gentlemen:

I was introduced to a young, aggressive, detail oriented, athletic type individual 23 or 24 years ago. His name was Steve Downing. He was interested in starting his own window company to provide reliable, consistent, honest competitive work that he and his customers would be proud of- since we were in an industry that wasn't always "consistent and reliable."

Steve subsequently formed **Window Consultants, Inc..**

It seems like yesterday, but more than twenty-one years have passed, hundreds to thousands of satisfied customers have been served- and multiple millions of dollars of business have fulfilled a dream and a passion to become the "...best window company in the United States." His personal commitment, attention to detail, quality, focus, preferred customer treatment and service have been the cornerstone of both the individual- and his company. I have personally watched and shared his growth as a key supplier to **Window Consultants**.

I recently retired from **TRACO**, a major window supplier of Steve's and had first-hand experience, making sure his customers were serviced, satisfied and taken care of. His desire to "do the right thing" is more than commendable. **TRACO** supplied almost all the windows for the Baltimore County School program consisting of close to **100** schools and Steve managed each job with the same diligence. Having retired after 42 years I will be able to watch Steve's continuing success.

Congratulations to Steve and his team for the first **21** years and best wished for continued success.

Sincerely...

John E. Kalakos
Executive Vice President , **TRACO**
(retired)