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From: Steve [mailto:stevems@

Sent: Friday, February 10, 2017 8:52 AM

To: Roger Farkash <raf@twdesign.com>; Dorcie Farkash <dfarkash@twdesign.com>

Subject: Mike Reagan's Recent Visit!!

Roger & Dorcie, just a short note (as you requested) about my recent "service/repair visit" from TW Trainworx last week. First of all, Mike Reagan is one of the most knowledgeable train service experts that I have ever encountered!!! As I told him, he is truly an expert in "all things trains"!!! :-) He quickly figured out my train layout & proceeded to fix the problems!! He also quickly figured out the electrical problems, that I had when switching to the "figure eight" part of the track. These issues turned out to be more "operator error" than electrical problems!! In my defense, I was never given the "code" on how to correctly use the polarity switch, when using this interior figure eight part of the track. Once I understood the switch positions, it was very easy to use this part of the track. Mike drew me a diagram & made me a "cheat sheet" on his iPad for me to print out for future reference!! A "high tech redneck" like me needs all the help he can get!!!! :-) Then he made me a list of many good "S-gauge" websites, which were previously unknown to me. Everything went very well. Roger, it was a valuable experience just to talk trains with Mike, and to tap into his vast knowledge of model trains!! He was, friendly, easy to talk with, and a model house guest!! :-) In my opinion, he makes a great addition to your company for sure!!! Also, he has offered me a real source of future information about my engines, and a repair service for which I had previously been searching!! All in all, it was a "win win" encounter!!

Dr. Steve Sawrie