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Subject: Excellent Work On My Pool

From: "Mark Conce

Date: Sun, June 13, 2010 9:54 pm

To: bkronberger@carltonpools.com

Priority: Normal

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Bill,

It was good talking to you the other day. As I mentioned then, I was very impressed with Greg Gale's work and professionalism.

Greg came to my house last Monday to provide a quote for caulking the joint around my pool. He provided me with the quote and said he could be out as early as Thursday to do the work. I explained that I needed to review all the quotes and besides Thursday did not work because we were having a pool party for my son's class. After Greg left, I decided to have him do the work. I called him and asked when the next available date was given that Thursday did not work. He told me that he had been thinking it through and could come out late the next day (Tuesday) to get the caulking done so that it would be ready for the party on Thursday. This blew me away - I had not even contemplated getting the work done before the party. Greg's willingness to get the job done so quickly shows an excellent understanding of the customer needs and a strong work ethic. In the end, he did a great job and I am very pleased with the final work product,

Having someone like Greg associated with Carlton Pools is a huge advantage for you. It is hard to find people as committed and customer-focused as he is. Thank you again for recommending him to me.

Regards,
Mark Conce

Attachments:

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LAW OFFICES
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E-MAIL: adrian@meyerlegal.com
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October 5, 2010

Bill Kronberger
Carlton Pools
311 York Road
Warminster, PA 18974

RE: Adrian and Carol Meyer
39 Home Road, Hatboro, PA

Dear Bill:

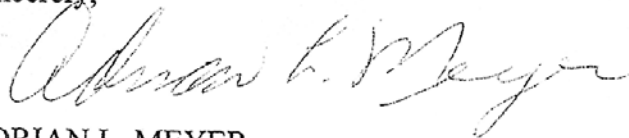
This past summer you renovated our pool including plaster, coping, tile, diving board and caulk.

Each subcontractor that came to the property did the work in an excellent, timely fashion, and in a very professional manner. The pool has been transformed from an old dilapidated one to a beautiful pool which we are very proud of and pleased to swim in and glad that you did the work.

It is now October and we will be closing our pool soon and I wanted to thank you for the excellent job that you did at our pool.

Thank you.

Sincerely,



ADRIAN L. MEYER

ALM/cde

July 25, 2011

Carlton Pools
415 Constance Drive
Warminster, Pa 18974

Attention: Mr. Bill Kronberger

Dear Bill:

In April of this year, we signed a contract with Carlton to have our pool completely renovated. We voiced our desire to have your company complete the work by Memorial Day. As you may recall this past Spring was a wet one and Carlton was still able to complete the job on time.

On May 2 the pool was drained, the old tile and coping removed and hauled away. On May 11 new coping and tile was installed.

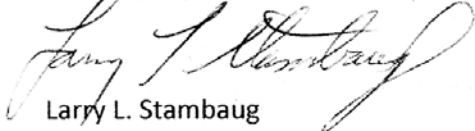
On May 23 the old pool plaster surface was prepared for the application of the new plaster which was done on May 25 by five workers. That evening the pool was completely full of new water.

Each time the workers were here they performed their jobs in a professional manner and always left the area completely clean. All waste and debris was removed.

I am attaching several photos of each step of the renovation and of the finished pool.

As of this date we are completely pleased with the results of the pool renovations, and the help from your office staff with scheduling. I would be happy to recommend Carlton Pools to others considering the same work.

With my regards,



Larry L. Stambaug

LLS/cbs
Encl.



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Please reply to Whitehall

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Whitehall, PA 18052
TELEPHONE 610•439•3881(ETT1)
FAX 610•439•3849

Lehigh Town Center
4330 Lehigh Drive (PA 248)
Walnutport, PA 18088
TELEPHONE 610•767•3881(ETT1)
FAX 610•767•2900

January 25, 2011

Sent Via Email Only to bkronberger@carltonpools.com

Carlton Pools
c/o Bill Kronberger

Re: Neil & Tracy Ettinger

To Carlton Pools/Bill Kronberger:

This correspondence shall serve as a follow up to my numerous discussions with Bill Kronberger and the excellent work product performed by Bill and Carlton Pools in installing AquaBright into our home pool. After two years of extremely disappointing painting over our concrete pool and continual bubbling, peeling and disgusting-looking effects from the painting, we hired Carlton Pools to install AquaBright to replace the attempted painting (the painting was professional painting performed by other "pool experts"), which as Carlton Pools and Bill Kronberger indicated, was a high performance finish, and immediately we saw substantial changes. To date the AquaBright has been as represented, without tearing, bubbling and/or chipping. The entirety of the pool area looks completely different and has improved 100%.

We are entirely pleased with the performance of Carlton Pools and AquaBright as outlined in the pictures on the website as well as through many meetings with Mr. Kronberger and representatives of Carlton Pools. We would recommend AquaBright and Carlton Pools to whoever asked based on the intended objective and their desired results.

I only wish we had learned about AquaBright prior to the two disastrous years of painting, bubbling and peeling and a very atrocious-looking pool. Post-Carlton Pools and AquaBright, the pool finish as well as the entire pool area makes the pool look as if it was just originally created and/or an entirely new pool based on the shine of the AquaBright (we chose Baja Blue as the color for the pool).

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Bill,

I wanted to let you know that the pool renovation went very well. It looks wonderful. The crew that did the work was great. The quality was exceptional and they were very attentive to cleaning up, removing all materials etc. Other than the new coping and tile, there was little evidence that they were even there. I was surprised that they could do that amount of work in one day and have it look as good as it does, but they did.

The coping crew did hit one of the spa pipes that was buried right under the coping but Carlton had a repair crew out the next day and they did a great job and the schedule did not slip. Thanks to Joann for letting me know about the problem and getting the crew out in a timely manner.

Teri and I are very very pleased with the outcome of the project.

Thank you for making this happen.

Best regards,

Al Irzyk

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Bill Kronberger

c/o Carlton Pools

415 Constance Drive

Warminster, PA 18974

June 21, 2011

Re: Pool Restoration and Liner Install

Dear Bill:

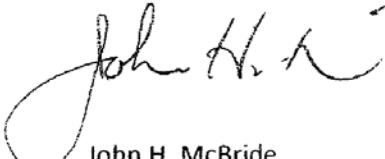
I am writing to thank you and your crew for the wonderful job that was done on my pool. The liner looks great and it makes the pool look brand new. It was a pleasure working with you from start to finish. I realize that in my surprise of the amount prices have increased in the last 15 years since my last liner replacement, I must have seemed a bit ungrateful, but you were always a calm professional who took the time to explain every step and what was required so that I could understand. Throughout the process I felt comfortable telling you of my past experiences and the concerns that I had based on past performance of other contractors and their products and workmanship. I must admit I was a little reluctant that the same results would not come forth from your company. I have to tell you that the results have far exceeded my expectations of what could and would be done on the pool.

The pool had been let go for some time as I had not even opened it the last two years. The old liner was a shambles and the pool area had shown the signs of neglect. You came out and assessed the work needed and always gave me both a verbal and written explanation of all the work necessary and your explanations always matched in writing what you had told me. I also must commend your company on the quality of the work and the professionalism of the workers that were sent out. They worked tirelessly from the time they got here in the morning to the late afternoon in 100 degree heat and only stopped briefly for a lunch break and then back to work with no shade to offer comfort. Bill Reign and Russ were always concerned and courteous in a difficult undertaking. Bill knew all of the tricks to make an outstanding professional job look perfect.

The one thing that did stand out above all else was the integrity and honesty that seems to prevail in your company culture. Even though the work order called for an extensive repair to be done, when Mr Reign came out and saw that he was able to perform the desired results with less collateral damage and time, he went ahead and did it without question and I am grateful. If he hadn't used his skill and experience it would have resulted in a future drilling and defacing of the concrete patio around the pool. His work and knowledge saved me from this. Then after the job was done you called me and to my surprise offered an adjustment that I had asked about without my even having to make an argument. This kind of going above and beyond is what makes your company and the men who work there a very rare and valuable entity in today's world. All too often companies put profit before customer service and honesty. In the case of your company, you have been able to realize that the two can work hand in hand improving both.

Thanks again for the wonderful job and rest assured, Carlton will be my pool company from here on out. I will recommend Carlton to anyone I know who needs pool work done, without hesitation.

Respectfully,



John H. McBride