

*James C. Manocchi
38 Pembroke Way
Bedford, NH 03110*

John Bartelt
Bartelt Aviation, Inc.
Sturgis, Michigan

Dear John:

It has now been a few months since taking delivery of my new (to me) Saratoga HP and I want to tell you that I could not be happier – with the aircraft and with the services you provided.

When I decided to trade up to the Saratoga, I envisioned going thru the purchase selection process in the same way I did for my old Cherokee 180; contact local brokers, review Trade-a-plane and get a pre-purchase inspection done. Even after Raphael told me he used your services, I thought I could save money doing it myself. After just a few weeks, I realized that the complexity of the airplane and the relative scarcity of aircraft that even came close to what I was seeking meant that I would need to stop working for a few months to get the job done. I had too little time and too little knowledge to do it alone.

What I did not really come to realize, is that there were still other things I was not equipped to do (aside from getting inspections done on aircraft 1500 miles away). That was the very disciplined acquisition process and your rating system. It frustrated me at times that things didn't move faster, but the process resulted in my getting a better airplane than I would have otherwise purchased (I know I would have jumped at a lesser aircraft months sooner out of pure frustration and anxiousness) but I also felt comfortable that I had gotten a fair deal on the purchase and that the alternatives had been well considered.

I can't speak highly enough of the Saratoga School. I had relatively little high performance time and none recently, so the Saratoga was a pretty big step up in performance. After only a few days with Pete, I felt fully comfortable with the airplane in VFR and IFR conditions and knowing I knew how to get the most out of it. And most important, I felt comfortable taking my family with me.

But the biggest thing is what happens when things go wrong. We happen to have had sellers who knowingly or unknowingly misrepresented the GPS installation. By the time it was discovered, it was pretty late in the whole process and there was little they were going to do about it, but you stepped up and made a very fair offer to compensate me for the error so that the net result was as it should have been. There may have been other ways that others might have tried to deal with the situation, but your quick response to make it right made it clear that you and your business operate with the highest ethical standards.

When others have asked me how I got such a great airplane, I always give you credit and tell them they can trust you totally.

With best regards and thanks,

