

THANK YOU!



Thank you very much Fiona.

I wanted to take this opportunity to thank the entire SOLTECH lighting team, especially Laura and Fiona. The customer support I received from Laura in selecting the best product to meet our customer's needs, getting a photometric study put together and sending me all of the product supporting documents I needed in a very short amount of time was truly outstanding. Likewise, the after order customer support along with problem resolution when we had an issue with some damaged components was equally outstanding.

I've been in the electrical industry for over 35 years and project management for the past 20 of those. This has been THE absolute best experience working with a lighting manufacturer I have ever had. To be brutally honest, dealing with lighting manufacturers and lighting reps is typically the bane of my existence as a project manager. Customer service seems to be almost nonexistent with what seems to be a "We'll get to you when we can" attitude.

These fixtures were supplied for a project at the San Diego VA hospital and had a very short procurement and installation window. Also, this is a U.S. Army Corp of Engineers contract on a Federal project and required the fixtures to be Buy American Act compliant.

SOLTECH not only made it happen, but they made it happen with outstanding customer support and responsiveness. As well, the packaging showed up to the project clearly labeled with BAA compliant labeling on both sides of the boxes as well as on the fixtures themselves. As a contractor, you are constantly scrutinized on these projects for the materials to be BAA compliant. For the major components such as lighting to show up so prevalently identified on the packaging as BAA compliant is a much bigger deal than you may realize. Being able to unload pallets of lighting fixtures and have the Army Corp contracting officer be able to readily see markings that show the products you are supplying are compliant without having to dig through paperwork to prove it goes a long way in building a level of confidence with the installing contractor.

Please be assured that for all of my future projects requiring a solar lighting solution, SOLTECH will be my "Go To" first choice.

*AK Electrical
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