

Reporting a problem

C Put the sentences in the body of the letter in the correct order.

20 September

ATMOS Air-Conditioning Equipment
12 Yarmouth Gardens
Stevenage SG2 5LK

Dear Sirs,

Although the surveyors have not produced their final report yet, they seemed positive that the fire was caused by a faulty component rather than by careless installation.

In our interest as well as in yours, we recommend that you have all indoor units in that series thoroughly inspected, starting with ours.

The fire spread quickly, causing extensive damage to one of our offices.


We are writing in connection with the Delux Cool & Heat-4000 air-conditioning system we purchased on 5 September and which was installed by one of your engineers two days later.

We look forward to hearing from you.

We would also be grateful if you could supply a replacement unit as soon as possible.

Yesterday evening, one of the indoor units caught fire.

Yours faithfully,


Fred Edgerton

PGA
Paul Gower
Advertising

23 ALEXANDRA ROAD
BOURNEMOUTH
BH4 7NB

D Use the following notes to write the reply from Atmos to the advertising agency.

- express sympathy
- many Delux Cool & Heat-4000 sold and installed over the past three years / never a single complaint
- suggest operating instructions were not followed
- promise to deliver a replacement and send an engineer
- end on a positive note