

Date

Customer Comments

08/05/2005 "I have always flown with and eagerly supported J.P.Instruments as I feel that not only do you folks have the very best instruments, but also provide the very best in customer support. Your products are the very best out there and I truly believe that every aircraft should be equipped with JPI products."

Jim Hill

08/02/2005 "Your products are first rate."

Roger Hirschbein

08/02/2005 "Your customer service is great! I've recommended your products to several pilots because of your customer service."

Paul Allen

07/27/2005 How do we compare? "N/A. Went straight for the J.P.INSTRUMENTS based on my experience with other JPI Products."

Brian W. Beard

07/17/2005 "Just finished installing your J.P.Instruments in my late model Cessna 182S. Cessna's stock EGT is located below the collection of the three exhaust pipes on the left side. I like to keep under 1400°F EGT temps. I found out in short that using the Cessna EGT to peak and enrichen the mixture 50° will allow temps significantly higher than 1400°. A good reason for your prospects to buy one of your analyzers; they can know for sure what is going on in their engines. I'm glad that I did! My second analyzer from J.P.Instruments...I'm very pleased!"

Jack Becker

07/15/2005 "This is my third J.P.Instruments, FS-450 that I have installed in aircraft I have owned. I will not own an aircraft without one. It's much more accurate than mechanical gauges."

Ron Saglimbene

06/28/2005 "With the support I've received to date, I have no worries if warranty issues should come up."

Leo Leclair

06/24/2005 "Just wanted to let the technical support staff know that they are a pleasure to deal with both before and after the sale. While customer service has been lost with many companies JPI sets the standard for the aviation business. You guys make the customer want to do business with J.P.Instruments"

Craig Kissock

06/23/2005 "Thank you very much for the (to the point fix instructions). I have to say that you guys have the best tech support in the industry"

Rick Eckert

06/20/2005 "I reprogrammed all parameters on my EDM-700 installed on y Saratoga as you instructed. Just emailing to let you you know it worked great! Thanks."

Wayne Kaplan

06/17/2005 "Thanks for the great service!!"

Albee Aviation

06/13/2005 Grade our manners. . . "Outstanding!! Needed some extra connectors for an EGT gauge & your staff treated me like royalty. Thank you."

James F. Perrin

12/02/2003 "Discussed your product with FBO-Mgr. He agreed your product is best for my airplane."

Joseph Gallagher

11/03/2003 "My dealings with JPI have always been positive. You checked and calibrated my engine analyzer at no charge. I now have 3 JPI instruments in my RV-3 and JPI has a place in my under construction RV-8."

J. D. Woods

10/10/2003 "Yours is the best I could find."

Jeff Saitto

07/15/2003 "Best Price/Functionality. Excellent Assistance."

Rick Stratton

06/24/2003 "I carefully evaluated all competing units and selected JPI"

Stephen Prejeaw

05/28/2003 "One of the best in quality and price."

Bergstrom Aircraft

05/01/2003 "I was told by my A&P this was the best."

Dennis Mueller

04/09/2003 "Very helpful, both before the sale and post-installation. Where this unit really shines is in its flexibility - being able to combine multiple functions through the Aux channel."

Stephen Rapa

03/28/2003 "Above the rest!! Your products do what you say they will do. Your product support is excellent!!"

Jack Crusor

06/03/2005 "My own (fun machine) aircraft panel (RV8 VH-CLG) featured on your web site, and I just love the JPI instruments. I will one day be replacing the SR8A at some stage with the EDM-700, so I can record/track EGT/CHTs. Great instruments!"

Lachie Milne

05/30/2005 "These guys are amazing, and were able to bend over backwards to help me out. I will be an JPI customer for life!"

Tony Kochanski

05/24/2005 "I reviewed others - but found your service superior."

Troy Tollen

05/24/2005 "You're the best!"

J.D. Woods

05/20/2005 "Great, Reliable Product"

Earl Jordan

05/17/2005 How do we compare? "Nothing to compare to. Did not want any other products."

Mike Casmev

05/16/2005 "Great unit (EDM-700). Really impressed with operational capabilities."

Richard Krouskop

05/13/2005 Grade our manners... "Very helpful & very polite."

Ronald V. Jones

05/12/2005

"When it came time to buy an engine analyzer I investigated all the ones available. Since I already have a SC-5 and a FS-450 installed in my Skyhawk I took a close look at the EDM-700. I called JPI and a real person answered the phone on the first ring and then proceeded to answer all of my questions (I'm not an engine expert so it took a while, but he was very patient). I would not hesitate to recommend them to anyone who wants the best quality at a very fair price with the extra safety thJPIr precision instruments offer."

Paul Story

05/09/2005

"I installed your FS-450L in my Comanche 180 recently. One of the best things was being able to call you on my cell phone from my cockpit while sitting in the hanger and having you walk me through the initial set-up procedure. This saved me much time and possible confusion."

Tom Armor

05/04/2005 "Y'all are absolutely awesome! I couldn't ask for better service and responses!! I am a customer for life!"

Dave Ruthenbeck

05/03/2005 "After comparing product/service... There really was no comparison."

Bill O'Connor

05/02/2005 "I have had a few aircraft with JPI products and can not say enough good things about JPI product support and Dave Campbell. Dave has gone above and beyond just good "after purchase support." He actually cares about the customers and believes in his products. I have also owned airplanes with some of the other "big" avionics companies and it has been my experience that none of them hold a candle to the support and overall help served up by JPI! Thank you JPI and thank you Dave Campbell."

Ernie Green
04/29/2005 "My EDM-700 is wonderful, paid for itself many times over."

Tom Davison
04/28/2005 "I was so impressed with the customer service that made me feel like I was important really left an impression. We are now a small repair shop on our home field (W-16). We remember the great service we received a few years ago. When customers ask for a recommendation of instrumentation, it's really a simple choice to recommend your company.

Many customers don't take the time to thank a company that does a great job. I want to stand up from the crowd and thank you for the great service and fine products."

David L. Nicholes
04/26/2005 "I think the fuel savings and peace of mind paid for my Ultimate Engine Analyzer cost. I like knowing when my engine is happy. Never a problem with my Ultimate Engine Analyzer. You make great products."

Herbert C. Morgan
04/23/2005 "I installed a EDM-700 back in November and I think it was one of the smartest moves I have made concerning my airplane. Keep up the great work and thank you for listening to your customers..."

Frederick Johnson
04/21/2005 How do we compare? "Didn't compare this time - have purchased from you before - very satisfied in each purchase."

John Becker
04/20/2005 Grade our manners... "Impeccable!!"

Harley Lang
04/19/2005 "...I decided to give my money to a company that actually knew what the word "service" meant. Dealing with JPI has been an enjoyable experience."

Bill Keating
04/19/2005 "I have your EAC-1 and FS-450 instruments in my plane and I have to say thank you, your instruments work great and are easy to use. Good product is the best advertisement."

Juha Vestman
04/16/2005 Grade our manners . . . "A+ Very helpful."

Michael A. Taft
04/15/2005 How do we compare? "Better features, better price and more accurate."

Sgt. Dennis A. Mueller
04/14/2005 "I have purchased from you several times before - didn't even shop the "other guys" this time."

John Becker
04/01/2005 "Excellent, easy to learn products"

David Bracher
03/15/2005 "Your system has a distinct advantage in being certified as a replacement for the fuel pressure gage. Also, the recurring low fuel level alarm is a great idea."

Grade our manners.. "The best I have ever worked with. Any management consultants should look at your customer service as an industry standard."

01/20/2005 "Good products & service!"

William Wade
1/17/2005 Was J.P.Instruments staff helpful, courteous and knowledgeable? "Yes. Very Helpful!"

Kevin Spooner
01/12/2005 "JPI is a customer focused company. This customer-centered approach resulted in my decision to go with the EDM-700."

Babar Suleman
1/11/2005 How do we compare? "#1"

Grade our manners... "Best"

"You folks are one of a kind. And I mean that in a good way."

Ernie Pritchard
1/10/2005 "I bought JPI instead of "Brand H" because I like the dual analog/digital display, as well as the 10 RPM resolution which avoids the distraction of constantly flickering digits caused by 1 RPM resolution."

Dwane Koppler
12/18/2004 "I just wanted to thank the staff at JPI for an outstanding job on my R-1 tachometer repair. Everyone I dealt with were very friendly and knowledgeable. This is a company that will do that little bit extra to provide customer service that is in my opinion is without rival in the industry. I will recommend JPI to colleagues and certainly buy their products in the future. Thanks again guys."

Andrew Smyth
12/17/2004 "I think that your products are the best."

Thomas L. Clark
11/29/2004 "Exceptional Product - Exceptional People."

Jim Lawrence
11/11/2004 "The JPI EDM-700 is very nice and a better value than the JPI, GEM comparable units. I like it."

Robert Ylvisaker
11/08/2004 "I cannot adequately express my appreciation and satisfaction with JPI's personnel and equipment. Mrs. Roberts and Tyler Speed have greatly exceeded my expectations. They have been warm, friendly and extremely helpful. I will recommend JPI to my fellow Aero Pilots!"

Tom Claps
11/05/2004 Grade our manners... Was J.P.Instruments staff helpful, courteous and knowledgeable?

"The best, compared to your competition. Your dealer Southern Cal Aircraft is very informative."

Carl Mikeman
11/04/2004 "Great products, we have one in all 5 of our charter aircraft."

Sedona Skytreks
11/03/2004 Grade our manners... Was J.P.Instruments staff helpful, courteous and knowledgeable?

"Very helpful supportive."

Eddie Smith

10/14/2004 "Instrument works as advertised."

Charles Mason

10/14/2004 "Every time I've called, everyone has been very friendly & helpful."

Charles Pauck, Jr.

10/01/2004 "The EDM-700 is the instrument I glance most often at when I fly. It has allowed me to manage my engine in a much more knowledgeable fashion. I've certainly saved a lot of gas."

Andrew Dawe

09/02/2004 "Thank you for the quick response! I'm really enjoying this instrument (EDM-700). It gives me confidence that I'm operating my engine correctly; I didn't have that before. I should also say that the installation was surprisingly easy, and everything worked the first time I powered up the unit. All of your instructions and other materials are well written, informative and complete. Well done!"

John Renwick

08/31/2004 "So far, I am loving the new unit... Thank you for your courtesy and great service."

Ronald S. Gable, M.D.

08/17/2004 "Thanks for everything. My EDM-700 and MUX-8A arrived yesterday. Quality looks outstanding."

Steve Harvey

08/03/2004 "No need to compare - you are the daddy rabbit. My engine is half way to TBO. I now feel warm and fuzzy about how my engine is performing."

James D. White

08/02/2004 "I looked at other products but yours came highly recommended... I have made several calls to JPI and always receive helpful information in a courteous manner. Your service has been exceptional and I will be making further purchases in the future."

Robert Stebbins

07/01/2004 "Thanks for your help, you guys at JPI are doing a good job with customer support, keep it up."

C. Bruce Godfrey

06/29/2004 "...thank you for a great product, its so user friendly and its a pleasure to fly with them!"

Lars Larson

06/09/2004 "You have a great product."

Bobby Davis

06/08/2004 Grade JPI's manners... "Very helpful. Top Notch"

Robert Garcia Jr.

06/04/2004 How do we compare? "Outstanding. I like yours the best."

Miles R. Bostic

05/17/2004 "Absolutely first rate."

Wm. Nelson

05/11/2004 "You folks are awesome...thank for the quick turnaround. Great customer service and care!!"

Scott Gustafson

05/05/2004 "I have had an EGT/CHT (US-8A) on my twin Comanche - never missed a beat in about 7 years. A Great Analyzer."

John B. Beaker
05/04/2004 "Absolutely best customer service out there!"

Walter Aronow
04/29/2004 "...I'd like to say I'm really pleased I purchased the J.P.Instruments for my homebuilt aircraft they function perfectly, look good and the after sales is exemplary."

Paul Quick
04/23/2004 "I believe that if JPI's name is on the product it is the top in it's class."

Ivan Salisbury
04/22/2004 "I like the simplicity and price. Others offer less for more \$\$. Thank you for a great product."

Alex Belov
04/21/2004 "I just wanted to thank you for sending a new switch for my MUX-8A. I went out to my aircraft and compared the existing switch with the new one that you sent. JPI is not to blame! My switch is wired correctly, but was simply installed upside-down. Therefore, I will be sending you back the replacement switch since it is not needed.

I really appreciate your prompt response and effort to correct a problem which, in retrospect, was not even of your doing. You get an A+ for customer service."

Gary Johnson
04/20/2004 "My engine has never run better or smoother since I have been using the FS-450L (old model) and the EDM-700."

Bill Weaver
04/16/2004 "The J.P.Instruments staff is very friendly, knowledgeable, and provides a level of customer support second to no one."

Gene Cartier
02/20/2004 "Excellent product. We looked at others and found yours to be technically superior."

John L. Smith
02/13/2004 "Keep up the great customer service and excellent products."

William Shivers, Jr.
02/06/2004 How does JPI compare? "Your unit was the best."

Jim Teachery
01/23/2004 "...I chose J.P.INSTRUMENTS because of your responsiveness and good attitude."

Joel Harding
01/12/2004 "Great Products. Just installed a Manifold Pressure Gauge"

Tony Pfaff
12/13/2003 "Great Instrument! Thanks."

David Lawrence
12/03/2003 "This instrument presents information much nicer than others."

Bryan Whisenant

"I am truly impressed by the response and follow up by your customer service support staff. It's encouraging to deal with a company that shows such attention to it's customers"

Ron Sellers

03/15/2005 "I have bought several of your items including an engine analyzer for a twin Comanche. I have been VERY satisfied with each and every purchase. I just bought a '99 182S and plan to buy your "bar-graph" for it with the 12 probes."

Jack Becker

03/07/2005 "I bought an ASC-5A from you and it is working like a champ! It is one of the best additions to my panel, it is handy to have when traveling in Class "C" because it tells me what my ATC altitude is."

Don Odell

03/01/2005 "I love the FS-450L. It is much more user friendly than the competition. Keep up the good work."

Brent Wenger

03/01/2005 "I am an A.I. and have installed several digital units, always go with J.P.Instruments"

Rocky Mountain Ag. Inc.

02/28/2005 "Your staff could not be better. Very good company to deal with."

Rod Lovering

02/18/2005 "I was so impressed with your customer service, especially David C. Campbell, that I had to write. I sent an email and read your claim "we'll try to respond within one hour". I can't count the number of times I've seen similar claims, so I was skeptical and I went out to the grocery store. I was shocked when I got back and there was a voicemail from Dave. I called him back and it was a pleasure to deal with him. He was pleasant, cheerful and extremely resourceful. If the rest of your service personnel are as good as Dave, you are a perfect example of Customer Service Excellence. I would not hesitate to recommend your products to others. Awesome Service!!"

Gary Burdon

02/10/2005 "One of my fellow Waco owners told me you had the best customer svc of anyone he had dealt with in the aircraft business. I see what he meant.."

Jim Wilson

01/31/2005 "I installed an JPI C-4 and E-4 on my Grumman Tiger 500 hours ago to better monitor the engine performance as it approached its TBO. Due to the comfort I got from knowing exactly what it was doing I was able to work it to 200 hours beyond TBO without risk. When the replacement engine was fitted, there was a problem with incorrect CHT readings. I approached JPI Technical Support for assistance and received an immediate response which resolved the situation. The CHT probes had been installed incorrectly. Now they are correctly installed and both the JPI instruments continue to work perfectly. Product support is important if you live near by: it is critical when you live on the other side of the world. JPI has demonstrated that not only are its instruments of very high quality, but its product support is second to none."

Terry Wesley-Smith

Canberra, Australia

01/21/2005 "I had a plugged injector and was able to tell a mechanic what the problem was and know which cylinder. I also had an exhaust valve that wasn't seating correctly and your instruments helped me diagnose that problem too...Saved me a lot of time and effort. I am 150 hours from TBO and believe I will make it all the way to TBO because of your instruments."

Brad Goldman