

**MINING – ENGINEERING – ENVIRONMENTAL
GEOTECHNICAL – AGRICULTURAL – GROUND WATER**

1st October 2019

Testimonial – Exceptional After Sales Service

To Whom It May Concern,

Fender Geophysics has long relied on the equipment provided by Instrumentation GDD to undertake their geophysical surveys in Australia and around the world. The equipment is accurate, robust, reliable and user friendly. In recent tests we have also found that the Instrumentation GDD IP receivers to be far more accurate and reliable than other receivers currently in the market.

Over the years we have had very few issues with any of our GDD equipment however working with sophisticated electronics in the environments that we do there will be damaged components. Normally the costs associated with having repairs carried out in Canada include freight and customs fees, time and the loss of revenue as well as the cost of the repairs. The time can be a number of weeks with the freight costs exceeding the cost to repair.

This has not been an issue with Instrumentation GDD.

An email with the symptoms to the support team, Simon Roger, Vladislav and Pierre is replied to within hours irrespective of the day of the week or time of day. The response is always very detailed with requests to undertake further tests to isolate the failed component with clear instructions on how to undertake the repairs. With Fenders ex CSIRO electronics technician, Phil Pik and the support of the GDD team we have managed to get our equipment back into the field in a couple of days and at a far reduced overall cost.

To be able to repair equipment locally in Australia makes a huge difference. This gives us a lot of confidence with our association with Instrumentation GDD and the use of their equipment.

Operating a successful business relies heavily on the relationships formed with your providers and customers. We have long enjoyed our association with GDD through some very tough times in the industry and with the support we have recently received look forward to many years to come.

If you have any questions please don't hesitate to contact me.

Kind Regards



Andrew Slood
Director
Fender Geophysics