

The Directors
Alsysco
Unit6
Gillitts Industrial Park
31 Gillitts Road
Durban

Augusta Country Estate

16th August 2026

Dear Sirs,

I had decided to replace all the windows in my house with aluminium windows as the frames were old and warped and the wood condition was very poor. I was introduced to Graham Milburn, who lives on my estate, as being in the industry.

Graham invited me to visit the Alsysco factory, where he worked, and I was given a very informative overview of the Alsysco product range I was interested in, as well as guidance on how to go about the process and what to be aware of in choosing aluminium windows.

I was introduced to Suraj Girdharee, the KZN Sales Systems Marketing Representative, and after some further discussion I requested that Alsysco be involved with me in my project as I was particularly interested in your 42 Window System. The reason for this was that I live on a golf course and wanted all golf course facing windows to be able to withstand golf ball impact, and the 42 Window System was able to handle the required level of glass thickness.

Suraj visited me on site at my house and agreed to co-ordinate the quotation process with accredited Alsysco contractors. His advice and expertise were invaluable in the quotation process, and we selected Pro Aluminium and Glass as the preferred contractor.

Once the windows were ready for installation, Suraj inspected them at the contractor before they came to me for installation. Suraj made a point of visiting the project every day to inspect work in progress, and to assess the quality of the product being installed and the work being completed. His continued interest in and presence daily on site ensured that all issues were picked up timeously.

Suraj and Sam Naidoo, the Sales Executive at Pro Aluminium, did the final review of the project on completion and gave me clearance to make final payment.

Without the daily involvement of Alsysco and in particular Suraj, this project would have been a lot more demanding for me. I had peace of mind that the installation progress was being properly done and monitored, and that the very high-quality product that Alsysco delivered was properly installed. My thanks to Suraj for his commitment to our project and his interested and valuable expertise.

My compliments must also go to the Pro Aluminium team who were selected to do the installation. They worked with minimum disruption to ourselves and their workmanship was of a high quality.

My wife and I are extremely happy with our new windows and the result of our project. Our grateful thanks to all who participated in and assisted in a successful improvement in our home.

Yours sincerely



Douglas C G Kilburn