

DECEMBER 6.2015

TO:

Sir/Madam,

I purchased a _____ (WPT 160) and I immediately returned it back to the company due to the fact that it was defective.

After about a week the company send me a brand new one, Model# AX160, Serial# L 37301065 which was also defective but usable until now that the problem has worsened.

As you can see: EX: (ddd egg vyy aaa)

1. The lower part of the letters are not printing fully, it seems like the Hammer is not hitting flush against the Print Wheel.
2. The PLATEN ROLLER is not rolling the paper correctly while in PRINT MODE or when using the INDEX KEY or the RETURN KEY, causing slack against the PAPER RAIL causing the first letter on the left side of the paper to print at an angle.
3. The left side of the PAPER RAIL is not flush against the PLATEN ROLLER.
4. Occasionally while the Typewriter is in print mode, the carrier will shoot all the way to either side and start to rattle making a damaging noise causing me to shut the power off for a few minutes.

Besides the small malfunctions this Typewriter came with, this machine is actually pretty good and I have no further complaints.

As you will see, this (TYPEWRITER) is practically new, (EXCELLENT) condition, its very well taken care of and I only expect that after

repairs that it will be in the same condition and working properly.

IF ANY QUESTIONS, PLEASE CONTACT;

QUESTIONS:

1. Can you get this typewriter to print Bidirectional?
2. Can you add more memory?
3. Is there a Key Board cover for this machine? (Swintec) has one.
4. Can you add a (LCD) with light for better viewing?
5. Do you carry Print Wheels & Ribbons?
6. After repair how fast is the turn around time? I am in the process of typing very important legal work and I am going to need my (TYPEWRITER) A.S.A.P

THANK YOU FOR YOUR TIME.

SINCERELY