



• June 9, 2016

Mr. David Jablow, Executive VP, Brill Hygienic Products

Dear David,

I am happy to write this letter of reference about our experience with your products and company.

The Brill toilet seat is an excellent product, made of the highest quality parts, cost effective and of exceptional dependability.

Radio City has been thoroughly impressed by Brill as a company; they deliver high quality products with a focus on customer satisfaction, quick response and dependable service. From their office staff to their shipping department to their installation mechanics, customer satisfaction is delivered.

We entered into a relationship with the Brill company several years ago with skepticism, but quickly found their products and service to be professional and beneficial as well as cost effective to our operations. Given our historic presence and facility limitations, we had the challenge of incorporating a modern device into a historic facility. The Brill company worked with us to solve our every concern in a timely manner.

One of our major challenges was with a facility built in 1929 and governed by regulations to maintain historic presence, we faced a growing problem with limited rest room size and long restroom lines, which generated negative social media exposure. Several ideas were discussed and put into practice, these ideas assisted in alleviated some of the concerns but were labor intense and not always practical.

The Brill Company presented us with a product which would potentially address our problem from a different direction, simply put, people place paper barriers on toilets which is a lengthy and expensive practice in public restrooms. This particular practice significantly adds additional time in stalls, increases wasted paper products, plumbing problems and subsequently adds to the frustration of our guests of additional waiting time and long lines.

I am thrilled to say, we have significantly reduced our restroom waiting time, which presents shorter lines, and a happier guest experience.

The Brill Sanitary Toilet Seats are highly recommended and very much appreciated!!!

Thanks for your great products and service!

A handwritten signature in blue ink, appearing to read "Kevin Russaw".

Kevin Russaw

Director of Building Operations

Radio City Music Hall