

# THE AUSTRALIAN NATIONAL UNIVERSITY

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Dr John Magee  
Department of Geology,  
The Faculties  
Australian National University  
Canberra, ACT 0200  
Ph 02 6249 2761  
Email: [jwmagee@geology.anu.edu.au](mailto:jwmagee@geology.anu.edu.au)

Mr. Ian Baker  
Dormer Engineering

Dear Ian,

I am writing to thank you and all your staff at Dormer Engineering for the outstanding service which you provided for us during 1999. As you will remember, you filled an order for a number of off-the-shelf items as well special items built to our specifications, all for various soil and sediment angering and sampling applications. These items were purchased following our visit to your premises at Murwillumbah where you very willingly demonstrated the field capabilities of some of the equipment prior to ordering.

I would like to especially thank you and congratulate Dormer Engineering for the following:

1. Your willingness to provide a field demonstration of equipment despite the inclement weather at the time, and to persevere till we were happy that the equipment had been tested in materials appropriate for our project.
2. The outstanding service you and your staff provided in filling our order within 2 days so that we could return the equipment to Canberra with us. This included not only the manufacture of our special one-off items but also a substantial quantity of the off-the-shelf items, which were out of stock at the time of our visit.
3. The outstanding design service you and your staff provided in helping translate our sometimes vague ideas for special items into functional equipment which meshed perfectly with your off-the shelf items.
4. The outstanding value for money which Dormer Engineering delivered with our purchase. We had also made inquiries with some of your competitors and also had some costings done for manufacture of specialty items at an ANU engineering workshop. None could come close to matching Dormer's price or speed of delivery.
5. The follow-up service and supply of some last minute and replacement items was also outstanding with reliable delivery of items in very short time frames.
6. The very clear Invoice you provided and your flexible approach to payment options made dealing with our university accounts system an unusually simple task.

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Finally, I must say that I would have had no hesitation recommending your firm to anyone based on the points listed above and my previous (ie prior to 1999) experience of the quality of equipment from Dormer Engineering. Since the substantial purchase of equipment in 1999, we have had a long field trip to Central and Northern Australia where we made extensive use of the equipment. I wish to report that, without exception, every item of equipment exceeded our expectations. In particular the Drillmite provided 10m deep holes (the limit of our auger string) in dense lake mud and clay with which we had been expecting considerable difficulties. This alone made our fieldtrip more successful than we could have wished.

In summary I can only repeat our thanks for the service provided and also repeat that I would unhesitatingly recommend Dormer Engineering for both the quality of the equipment and the service provided. I am also happy for you to give my phone number or address to any potential customers who might wish to query me further personally.

Yours sincerely,

John Magee