



Joseph M. DalBon, DMD, FAGD  
Fellow of The Academy Of General Dentistry  
Family, Cosmetic and Implant Dentistry

Dear Dr. Harrison,

August 31, 2009

I would like to take a moment to let you know how happy I am with my purchase of the Waterlase MD and with the positive experience I had with my sales rep. Demetrios Ballas.

Our office utilizes the laser every single day. Whether it is for roughing my crown and bridge cases or performing one of the hundreds of "laser fillings" that I have performed in the first three months that I have owned the laser.

Demetri played a huge part in helping that I made the right decision. Never did I ever feel pressured to make such a large investment. Demetri simply asked what I wanted a laser to do for me and proceeded to show me how I could achieve my goals. Demetri focused more on practice integration instead of "selling me a box". I can honestly say that had it been another sales rep in my office and not Demetri, I may not have purchased the Waterlase MD.

I am sure that in your position, you hear complaints from customers all the time, but when things go so well, you should be aware of that also. I consider Demetri to be more of a "partner" than a sales rep. and I know that whenever I need him, he will be there for me. With that said, please do NOT consider promoting him as I would hate to lose my rep.

Sincerely,

Joseph M. DalBon, DMD

