

Dear Darlene,

I still cannot believe you found out what was wrong with our home computer in just 30 seconds!

We had replaced every major component on the machine and when we had no more ideas we called you. You could have saved us a lot of time, as many at five hours of debugging and frustration.

All you did was ask me two questions and then said it's the power cord that plugs into the wall, there's a broken wire in it. That was the one thing we didn't changed. We pulled one out of the power supply box and the computer started up!

You are amazing!

Thanks again,
LM