

**FOR IMMEDIATE RELEASE**

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### **IAPMO R&T's Customer Service Cultivates Long-Standing Relationships**

**Ontario, Calif. (July 25, 2012)** — IAPMO R&T, North America's premier provider of third-party certification services for the plumbing, mechanical and solar industries, and Bradley Corporation, Menomonee Falls, Wis.,-based manufacturer of faucets, fixtures and other washroom accessories, have been certification partners for nearly 20 years — a tenure the manufacturer attributes to IAPMO R&T's highly attentive customer service.

"Please extend our sincere thanks to your staff," wrote Bradley's Dale W. Gallmann, manager, Product Compliance, and Thomas R. Eberhardy, ME, Corp. Codes and Standards Compliance, in a recent letter. "Their willingness to take the time to meet us and address any concerns we have is commendable. Few companies today make the effort to greet customers with such enthusiasm.

"This shows a level of dedication to service that is growing exceedingly rare."

IAPMO and IAPMO R&T have for nearly two decades provided fast, trusted product certification and listings for many products from Bradley Corporation's line of non-residential plumbing fixtures and washroom accessories.

"The concern to meet the needs of Bradley Corporation and the genuine interest to assist with our product certification program displayed by you and your staff proves to us that we have a 'right-fit' partnership with IAPMO," the letter stated.

The American National Standards Institute (ANSI) in the United States and the Standards Council of Canada (SCC) in Canada accredit IAPMO R&T. This highest degree of integrity means IAPMO R&T's certification marks of conformity are recognized throughout North America. IAPMO was founded 85 years ago in Los Angeles, and since 1936 IAPMO and IAPMO R&T have listed plumbing, mechanical, solar and numerous other products, creating decades-strong value and instant recognition among Authorities Having Jurisdiction for their cUPC® and other highly credible Marks of Conformity.

"IAPMO R&T is deeply committed to absolute customer satisfaction, whether a client has been with us for 20 years or 20 minutes," said IAPMO CEO GP Russ Chaney. "Our clients trust their products' reputations to our marks of conformity — marks that are only as strong as the organization that stands behind them. We stand behind our marks and beside our clients every step of the way."

For more information on having products certified by IAPMO R&T, contact Brenda Madonna ([brenda.madonna@iapmort.org](mailto:brenda.madonna@iapmort.org)) at (877) 4-UPC-MARK, or direct your Web browser to [www.iapmort.org](http://www.iapmort.org).

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*IAPMO R&T certifies and lists plumbing, mechanical, electrical and solar products according to established US and Canadian codes and standards, ensuring continuous compliance to such documents. IAPMO R&T is part of The IAPMO Group's family of companies.*

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