



Equipment Corporation

12430 Alameda Dr. Strongsville. OH 44149

Good Morning,

Yesterday one of our machine builders ran our overhead crane through the stop and mangled all of the electric bus arms, basically a disaster. We are moving machinery around to make room for our new lathe so it was a bit of a crisis. I called Brian Doles a little after 0700 and explained the problem. By 1200 the SAME DAY the crane was repaired by Mark Fogle, Mark was here from 10:15-1200 and when he left everything worked great!

I wanted to mention this to you and let you know we at Rafter Equipment appreciate your service, you had the perfect opportunity to "soak" us for a repair and you did not, honesty is hard to find. In addition to that awesome service call the work you did on our overhead crane (installation of the slow down mode) is outstanding. For 20 years, I have been told that was not possible and in a day and a half we have it.

I just wanted to say thank you for the great service, you have a lot of great people over there and we could not be happier.

Regards,

Paul R. Herman

Director of Operations

Rafter Equipment Corporation