



April 18, 2007

Sam,

I thought I would drop you a line to tell you about a meeting we had at Smitty's that you might be interested in. A customer of ours has offered to buy one of our older filling lines and if we decide to take his offer we would have to replace this line. Ed (our owner) called a meeting to discuss what it would take to replace it and what brand of equipment we recommend replacing it with. We had our Production Supervisor, Line operators, and I in the meeting and everyone agreed that Inline Fillers is the most reliable filler we have in the plant. We have six liquid fillers made by three different manufacturers and your machines got the best feedback by far. I guess that is why three out of the six fillers we own are Inline Fillers. Once we started buying your machines we have stuck with them.

Because of our production needs we are forced to run these machines 24 hours 5 days a week and that does not leave much time for preventative maintenance. To borrow a saying from Timex your fillers "Take a licking and keep on ticking".

I have also been impressed with the "sense of urgency" your staff shows toward us when we do have a problem. The level of customer service your company provides is something you should be proud of. I am sure it accounts for most of your repeat business. If this project gets off the ground and we are able to come to terms, I am looking forward to working with you in the near future.

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