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March 26, 2003

Dean Solberg
Exact Metrology LLC
PO Box 7536
Algonquin, IL 60102

RE: Romer Support/product

Dear Dean,

This is a letter of appreciation for the products and services provided by Exact Metrology LLC and Romer-Cimcore. We have been doing business with you for approximately 3 and a half years now, both through contract CMM work and our eventual purchase. In January of 2001, through a joint effort with our parent company Oshkosh Truck Corp, we purchased from you a Romer 1000i 12' portable coordinate measuring machine. This was our first venture into owning and operating a portable CMM. We looked at several CMM products in the field and felt that Romer was our best choice. We have used your machine extensively at Pierce to assist us in manufacturing and checking weld fixtures for our cab assembly and robotic weld booth areas. It is a tremendous tool that is an absolute necessity for us to even build the type of fixtures that our business requires.

As all stories go, this one took an undesirable twist in the fall of 2002. For better or worse, our machine began to act up after approximately 18 months of use. As you know, we contacted both Exact Metrology LLC and Romer-Cimcore. After much effort and troubleshooting by all involved, Romer felt it was in our (and their) best interest to take back the 1000i machine and provide us with the much improved 3000i. They also included a full 2 year warranty at no charge to our company. Our machine had been out of warranty for almost a year when they replaced it in an effort to keep us as a valued customer. In addition, our software was out of maintenance and was also upgraded at no charge. By doing this, I feel they have earned a loyal and happy customer for a long time to come. The 3000i design has been an incredible improvement to our department allowing us many new flexibilities and capabilities.

You asked me if I would be a reference for your company. Absolutely. You have demonstrated that you have a desire to take care of your valued customers and have faithfully stood behind your product. Trusting this care continues, there is no reason to shop anywhere else.

We look forward to doing more business with Exact Metrology LLC and Romer-Cimcore in the future.

Sincerely yours,

Don Nennig
Manufacturing Engineer
Tool and Fixture Design
N3100 McCarthy Road
Appleton, WI 54913-8818