



1575 W. Longview Avenue • Mansfield, Ohio 44906 • 419-747-6639 • FAX 419-747-6827

Douglas B. Schenher  
Vice President  
Customer Satisfaction Group  
MotoMan

Doug,

Please accept the following as a customer testimonial with my sincerest appreciation:

The phone call that I never wanted to receive was going to be the one that informed me of an equipment failure in one of our automated production weld cells and, furthermore, that the robotic technology in that cell was of a type that made any chance of finding replacement parts very remote. New equipment would have to be purchased, delivered and installed immediately, regardless of such trivial details as production schedules, available technical support or cost.

Sure, our maintenance group and robot technicians were performing all the proper activities and operational performance was being monitored to capture even the smallest deviation. But we needed a long term plan that would give us an accurate, perpetual assessment of our robots in comparison to their technology and perceived longevity. With such a plan, our company could effectively appoint (and budget) the date and time for equipment rebuilds or replacements.

What we needed was a Robot Lifecycle Management Plan. I brought the idea to MotoMan and, working closely with their Customer Satisfaction Group, got what we needed. The RLMP provides our organization with a four-year forecast of robot conditions, maintenance activities and equipment replacements. We pay a quarterly support fee for which we receive a complete package of benefits including robot rebuilds, training, onsite support, site audits, integration assistance, customer care, vendor managed inventory and added discounts. I meet with MotoMan representatives quarterly to review performance and set new goals.

Now our company has a way of ensuring equipment efficiency and, at the same time, preventing unexpected spikes in operating expenses. The RLMP is easy to manage and allows for input from all affected user departments. It's custom made for us. It's good business. And it's one less phone call to worry about.

Mark Davis  
Supplier Development Mgr.  
Jay Industries, Inc.  
March 8, 2007