



January 20th, 2010

Jeff Slapak
Regional Technical Manager
Motoman
805 Liberty Lane
West Carrollton, Ohio 45449

Jeff:

I am writing this letter as a customer testimonial for the Motoman "Robot Lifecycle Management Plan".

The RLM program was exactly what we needed to increase productivity and time management. Grove had never previously been presented with a program completely tailored to fit our needs by any of our vendors. This program has facilitated interaction from all involved parties, from operators to management.

Having you be a single point of contact and working with our team on selecting spare parts and implementing a maintenance schedule has led to minimal downtime and significantly increased operator knowledge. The quarterly review meetings to review the previous three months activity and the following three months' forecasted schedule has been gratifying for everyone involved.

Paying a quarterly support fee for the benefit of robot operator training, onsite support, site audits, integration assistance, customer care, vendor managed inventory and added discounts is a wise financial and business decision on our part. It prevents unexpected costs in our operating and maintenance expenses.

I strongly commend your service technician, Rob Ulshafer. Rob has been extremely helpful and professional, and has helped our systems provide a higher level of return on Grove's automation investment.

I look forward to continuing to work with you to ensure a beneficial business relationship and future contract renewals.

Thank you,

Ed Miller, CPMM

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