

December 19, 2001

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Mr. Sam Shank
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Dear Mr. Shank,

I'm writing this letter to inform you of the excellent service we received from Rob Ulshafer at our customer's plant in Pittsburgh, PA. Rob not only proved to be extremely knowledgeable and efficient in programming our UP200 robot but was also of great assistance in other areas as well.

While integrating the UP200 robot to the rest of our system we discovered a major programming flaw in a third party piece of equipment. We contacted the equipment supplier and together we tried to troubleshoot the problem over the telephone. It was determined that the problem lay in the logic of an Allen-Bradley plc. No one in the plant was familiar with Allen-Bradley ladder logic except for Rob. He spent several hours on the phone inputting commands that were relayed to him from our supplier to no avail. After some time we hung up the phone to give our supplier some time to re-evaluate the situation. Rob came to me and said that he had a solution. With my permission he altered the computer code and within minutes we were up and running. We contacted our supplier and Rob told him what he had done. Their response was that he was "brilliant." Rob's actions really saved the day!

Rob also proved to be an asset to us by assisting in testing the equipment. We spend the best part of three days manually loading empty and full 5 gallon bottles onto a conveyor system so that we could test the operation of the UP200. Rob volunteered to help us load and unload these 50 lb. Bottles. He clearly did not have to do this and his assistance was greatly appreciated by all of us.

These past few years I've dealt with several Motoman support engineers and have found them to be very knowledgeable and helpful; but I must say that Rob went above and beyond what we contracted him to do. I will not hesitate to request Rob for our next Robot installation anywhere in the U.S.

Sincerely,

Al Delgado
Severn Trent Services, Inc.