



STOLLE  
PRODUCTS

August 16, 2000

Gregory J. Smith  
Motoman, Inc.  
805 Liberty Lane  
West Carrollton, OH 45449

Dear Gregory J. Smith:

I would like to thank you and Motoman for the quick response to our robot problems last week. As you know, one of our SK150 robots went down on August 8, 2000. After collecting all major and minor alarm information, visually inspecting the robot and control cable condition, and consulting with the Motoman Service Department, it was decided the first step in the repair should be the replacement of the 1BC and 2BC cables. These cables were purchased and at Stolle Products within two hours. After installation of the new cables, all but two minor alarms were corrected. After consulting with the service department again and performing a few tests, the problem was isolated to the B-axis servomotor. The motor was purchased on August 9, 2000, and shipped to Stolle Products within 24 hours. Furthermore, a service technician was dispatched to our plant within 24 hours, arriving late Friday morning. The repairs were made in less than two hours, and the robot was returned to production. In all, the robot was down for less than three days, and was running again in time to complete our orders to our customers. Thanks again for your quick response.

Sincerely,

Randy S. Spitzer  
Manufacturing Systems Engineer