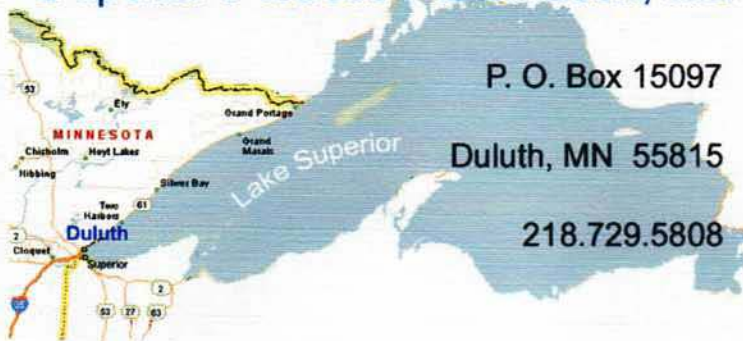


Superior Robotic Automation, Inc.

August 12, 2003

Craig R. J. Wiermaa, President
Superior Robotic Automation, Inc.
P. O. Box 15097
Duluth, MN 55815
218.729.5808



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Sam Schenck
Manager, Field Service
Motoman, Inc.
805 Liberty Lane
West Carrollton, OH 45449-9973

Dear Mr. Schenck,

Please find enclosed, a survey card pertaining to the service call performed by Mr. Steve Lepird on May 7, 2003 at Hess Engineering, Inc.. (Additional companies involved were AAP St. Mary's, Scott Automation Systems, LLC and Superior Robotic Automation, Inc.) I ask that you extend my apology to Mr. Lepird for the un-timeliness of the return of this survey. This delay was caused by a higher than normal business workload, but in no way excuses its lateness.

While the survey card says it all, it lacks details about the performance of Mr. Lepird. Please see the following excerpt from my report to my customer:

"The MMI technician, Mr. Steve Lepird, arrived around 14:00 and immediately went to work resolving the problem. He tested all voltages, changed the MIF01 board, verified wiring, and then temporarily replaced the playback box. The replacement of the playback box resolved the problem and the robot control came up properly. All of the interface connections, MRY01 and MIO04 connections were re-installed, along with the original MIF01 board. The MIF01 board received from AAP was left at Hess to be shipped with the cell. The robot was jogged home and everything tested out correctly. The MMI technician, Steve Lepird, then swapped the faulty playback box out of the front control door for the new one. Mr. Lepird said he would return both of the MIF01 boards to MMI for me and took them with him when he left. Mr. Lepird went through the controller back-up procedure with Mr. Scott, teaching him how to perform the back-up and showed him what files to save. Mr. Lepird made a back-up copy for himself for future trouble-shooting. Mr. Lepird stayed for about another hour to insure that the robot would perform correctly."

Mr. Lepird arrived on time, had a plan in place as to how to trouble-shoot the problem and immediately went to work resolving it. He brought with him the correct parts to fix the controller, and was courteous throughout the whole process. He volunteered to take with him and return several boards that we had ordered per the Hotline, in an attempt to solve this problem. This saved us the time and hassle of shipping them back to Motoman, Inc.. I was completely satisfied with the performance of Mr. Lepird.

If you have any questions, please feel free to call me at 218.729.5808

Sincerely,

Craig R. J. Wiermaa