

WinCo FOODS

An Employee Owned Company

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3423 NE 172nd Place
Portland, OR 97230

MOTOMAN
805 Liberty Lane
West Carrollton OH, 45449
Doug.burnside@motoman.com

May 10, 2006

Re: Telephone Technical Support

Dear Mr. Burnside,

WinCo Foods, LLC wishes to express our deepest gratitude to your staff for their superior professional services rendered to our plant maintenance personnel.

April 27th 2006 at 11:30 pm Pacific Standard Time, we had a major fault on our conveyor duty UP20. This fault halted all production in our Autobake system.

During the next 2 hours Barb Quast, Herman Hoskins and Michael Spencer assisted us in restoring production, diagnosing the problem, specifying the parts needed for the UP20 and expediting the parts shipment for next day deliver to our Bakery Plant in Portland Oregon.

The assistance continued as we mechanically repaired and then restored our machine to production service. What could have been a corporate manufacturing nightmare was minimized to an almost routine maintenance activity.

The professional, courteous and technically competent assistance of your team has certainly set a benchmark standard by which we at WinCo Foods can judge our other vendors.

Again: Our gratitude and thanks to Ms. Quast, Mr. Hoskins and Mr. Spencer.

Cordially,

David Flowers
Maintenance Tech

Gregg Hanners
Maintenance Tech

Denise Francis
Plant Manager