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March 7, 2001

Robert Jencks
711 w. 17th St. Bldg. E-11
Costa Mesa, CA 92627

Dear Robert Jencks:

I would like to take the time to let you know how we are doing with your P.E.P. software for laser programming. As you know we have been using P.E.P. for over two years now. During this period P.E.P. has saved us literally hundreds of man-hours in getting a drawing from the engineers to picking the laser cut part off the tray. The user friendly and easy to use interface has allowed us to empower our laser operators to on the fly convert, post and upload changes to production parts without any degradation of the laser operator's normal duties. To have a new product laser cut our engineers need only to place the .dwg or .dxf file on our network. Our engineers are freed up to do what they do best, which is inventing new products and enhancements to our existing products.

In comparisons with our earlier nests we have experienced program run-time savings of typically 15% to 25% due to the crash protection technology. Another benefit of P.E.P. is the elimination of having the added expense of a dedicated laser programmer. This saves time as well because of the elimination of the intermediary step between the engineers and laser operator. The support experienced at P.E.P. is superb. The few times I have had to contact P.E.P. support they have always been readily available and highly competent technically. We are currently running with P.E.P. on 3 Trumpf lasers and eagerly await our copy of the P.E.P. 2001 software.

Sincerely,

John D. Braddock Jr.
Manager, Information Systems
Harman stove Company