



Cupples' J&J Co., Inc

PRECISION FABRICATION DIVISION

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Pep Technology

ATTN: Mark Dunning

Dear Mark,

When you're in the business that you and I are in, compliments aren't the norm, but this isn't the case. I just wanted to drop you a line to let you know how pleased we are with PEP.

We have been using PEP for about 7 years. After the demo we abandoned Topps immediately. The ease of use and efficiency is unmatched. Service is good and the staff is knowledgeable.

Of all the software capabilities, probably the most cost effective is the Crash Protection Technology. We run with our head down on every single program we run and in 7 years we have never had a crash that was program or CPT related. In fact on our oldest machine, we are still using the original heads that came with the machine. It's tough to do an ROI, but consider this: A new head from Trumpf is about \$7500.00. Also, we have six machines, four Trumpfs and two Bystronic lasers and if there is head crash there is at least an hour minimum of downtime and that's the best case scenario.

We have just begun using PEP for the Bystronic machines and we expect the same results we have always gotten using PEP. There is a lot of programming software on the market and we have seen all of it and PEP is the best. Thanks for making a good product that performs as advertised and then some.

Thanks,

David Mayo

Engineering

Cupples' J&J