



PRECISION LABEL, INC.

MANUFACTURER OF PRESSURE SENSITIVE LABELS

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October 23, 2017

Mr. Simon Whittle
American Ultraviolet Company
212 South Mt. Zion Rd
Lebanon IN 46052

Dear Simon,

I just wanted to let you know that Bill Lauer provided superior customer service for my company. We have a 15-year-old ATEK UV system that had intermittent problems over the last few months. During that time my General Manager talked with Bill numerous times for trouble shooting advise.

We finally settled on ordering some parts to try and fix it ourselves in-house. After we put it together it worked for a while and then shut down completely. We talked with Bill at least eight times and sent multiple emails with photos and video. Many techs might have become perturbed and dismissed us, but he stuck with us the entire time.

In the end a local machine shop fixed a loose pivot pin. We reassembled on Monday using all of Bill's tips & tricks and it worked nicely all day. Bill continued to demonstrate fabulous customer service by holding a travel time spot open for us the next day if necessary. More than half of my business relies on that curing system and he understood our dilemma. Everything is still working properly, and we ordered a new unit, so we now have a back-up. I congratulate Bill & your team for superior customer service.

Sincerely,

Dave Greiner
President, Precision Label Inc.