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January 15, 2008

Mr. Alan Cable
A.C.E. Production Technologies
Spokane, WA

Dear Alan,

I've been meaning to take a moment since we purchased our KISS-102 Selective Soldering System two years ago, to give you our feedback on the experience. From the initial delivery and installation, we were very impressed with the Field Engineer's knowledge and thorough training regimen. We received detailed maintenance training including breaking down the solder pot and cleaning the Solder Pump. In addition, we received in-depth programming and machine operation instruction with detailed application solutions for different jobs. We were productive within 1 day of machine setup.

Being a high mix, lower volume shop, we had several jobs programmed and running within a few days. The system is very intuitive and most difficulties are easily resolved with good training notes and a little common sense.

Regarding service, the few minor issues we have experienced were quickly resolved by the outstanding support the A.C.E. staff provides. We have been very happy that most of the feedback we've provided resulted in sound solutions which improved overall machine reliability and usefulness.

I have purchased a lot of equipment over the past decade and I can honestly say that working with A.C.E. has been a truly pleasurable experience. We will definitely look to your team in the future to solve any Selective Soldering needs. Thank you for providing a sound, practical solution for this application.

Sincerely,

Infitec, Inc.

George W. Ehegartner Jr.

Vice President
Chief Engineer