



ITT Industries

Engineered for life

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3/15/04

Electric Controls & Systems, Inc.
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Attn: Mr. Greg Bray
President

Reference: Robot Welding Lathe and Setup/Tack Lathe-Fixture

On behalf of ITT Industries, I would like to sincerely thank you, Mr. Manny Sousa, Mr. Bill Reaves and Mr. Conrad Smith for support and training provided in establishing the referenced EC&S equipment as one of our most productive work cells here at ITT Heat Transfer, Buffalo, New York.

Throughout our relationship, from potential customer to end user, EC&S has provided quality information, guidance during the selection process and world-class support after the sale. Custom built equipment, such as that provided recently by your organization, often relates to a more difficult startup, operator buy-in and a production interruption rather than a productive improvement.

I can honestly relate, that through the efforts and support of your fine staff, the EC&S Robot Welding Lathe and Setup/Tack Lathe-Fixture has been a model cell in our fabrication department which has enjoyed immediate acceptance by our operators. The equipment has contributed to Production since the initial installation and operator training. The recent additional programming training conducted by Mr. Conrad Smith was well organized, professionally administered, and was very productive.

In closing, I will again extend my thanks and those of our Jeff Abrams and John Szczudlik, whose close relationship with EC&S during the course of this project was a rewarding experience. I would not hesitate an instant to recommend Electric Control & Systems to anyone considering automated or robotic welding equipment.

Regards,

Edward J. Blaszc
Manager, Process Quality