



IMI CORNELIUS INC.  
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April 23, 2007

SUBJECT: Warranty Claim Processing

Dear Valued Customer,

One of the key inputs to our quality improvement effort is timely and accurate warranty claim data. Per our Warranty Policy and Procedure Guide and as stated on our Warranty Claim Form, "Claims must be submitted within 60 days of the repair". In the past, we have been lax in enforcing this. Beginning May 28, 2007, we will no longer accept claims outside of the 60 day claim window. In addition, please ensure that the claim forms are completely filled out.

Returned parts that failed under warranty are also an important piece to our quality analysis. Each product family has a Warranty Return Parts List found in the Warranty Policy and Procedure Guide. We will pay for claims only when the required parts are returned.

Our analysis also includes investigating claim rates and looking at areas where we have inconsistencies. When found, we would like to work with you to determine if we should provide you with additional training, are the customers using the product in a unique application resulting in more claims, etc. It is our desire to improve our products and assist you in lowering the overall warranty failures in an effort to improve our customers' satisfaction.

Thank you for your support in assisting us with our focus on improving our product quality.

Sincerely,

A handwritten signature in cursive script that reads "Karl Iverslie".

Karl Iverslie  
Customer Support Director