



December 30, 1991

Mr. Neil N. Barton
Vendfriend Co.
8215 Dublin Road
Dublin, Ohio 43017

Dear Mr. Barton:

I have finally found time to write you and let you know how pleased I am with your water filtering device. I've been in the vending industry for twenty one years and have seen a lot of different types of water filtering devices come through the doors of our company. Some have helped a little but never did any good with our liming problems. I have reached the point where I would not even talk to a water filter salesman. However, when a distributor with whom we do a lot of business suggested that I take time to look at your new filtering device called Vendfriend, I did. After talking with you in October 1990 I purchased two units and a regenerating station to try. At that time we had a location with a RMI coffee and my servicemen were changing the brew valve, commodity valve assembly, and the cylinder/piston assembly every two weeks. I installed a Vendfriend filter on this machine in November of 1990 and to date have not had to change any of the above parts due to lime problems. Not only was this a savings in parts and labor but I was also able to lower the gram throws on everything in the machine by two to three grams. I now have about ten units out in the field in some of our worst water problem areas.

I would like to say thanks again for introducing our company and myself to your water filtering device called Vendfriend.

Sincerely,

A handwritten signature in blue ink that reads "Tom Caldwell". The signature is written in a cursive, flowing style.

Tom Caldwell
Service Manager