

Food Services
6 Blazer Hall
131 Martin Luther King Blvd.
Lexington, Kentucky 40506-0012
606-257-VEND
FAX: 606-258-1028

March 24, 1992

Neil Barton
Vendfriend
8215 Dublin Road
Dublin, OH 43017

Dear Neil,

Just wanted to let you know that we are extremely pleased with our new "Vendfriend" water filtration system. We have reduced the amount of product we throw in each machine by between 25% and 33%. This has saved us quite a bit of money on product cost. We have also had no lime related maintenance calls since installation in December.

The best news about your system was that our customers preferred coffee treated by "Vendfriend" compared with our coffee that wasn't treated. We placed two machines in one area and treated the water in one machine and left the other machine untreated. We then did a blind test with one hundred customers. Sixty-eight preferred the "Vendfriend" coffee, seventeen couldn't tell a difference, and fifteen preferred our old coffee. Having tried the test, I found the "Vendfriend" coffee much less bitter and much smoother than our original coffee.

Thanks for your help with getting us installed. We appreciated your prompt attention and the extra effort you put forth getting us started. We are extremely pleased.

Thanks Again,



Roger Sidney
Manager, U.K. Vending