



October 2, 2003

Neil Barton
VendFriend
8215 Dublin Road
Dublin, Ohio 43017

Dear Neil,

This is a long, over-due letter to you for my appreciation of your VendFriend clear water system for hot and cold drink vending machines. As you know, I have used the VendFriend filter in many vending machines since 1986 in a number of locations around the country. When ARAMARK bought RESTAURA out in 1999 the VendFriend came with us. The VendFriend has proven itself to be easy to use, reliable, successful, and I never have to throw it away. So we are still using them today.

You were right when you told me years ago that it would be less expensive to use it than not to and that I would experience a 10-20% bottom line saving. I have been able to drop all my product throws that much and still give my customers a cleaner, tastier drink. Because the VendFriend actually removes the limes and dissolved minerals in the water, I have also eliminated the costly water related maintenance on valves, tanks, heating elements, ice makers and lines. This has also been a big factor in reducing down times.

The VendFriend filter is one of those rare things I can figuratively and literally count on. Others that I know who use your product would agree with me. If you run across anyone who is not familiar with the VendFriend you may feel free to use this letter as the voice of experience or they may contact me personally.

For all the good the VendFriend has done for me over the years I can only wish you and your company continued success.

With Many Thanks,

A handwritten signature in black ink that reads "Pat Tinkle".

Pat Tinkle Vending Manager

ARAMARK Business Service