



CUSTOMER NAME
ADDRESS
CITY, STATE ZIP CODE

DATE

Dear **CONTACT PERSON**,

We here at Durst understand these tough economic times demand that you get the most from your service providers **and** your equipment. We're here to help. We are striving to continue to provide the absolute best-in-class service to every Durst equipment owner. While evaluating your service providers, ask yourself these simple questions: Is my service provider experienced? Are they recognized in the industry? Do they have a focus?

Durst has over 72 years of experience in the industry. Our 35 technicians are dedicated Durst employees and are trained to service your specific equipment. Often times, inquiries to our customer call center are effectively handled via telephone consultation by one of our knowledgeable technical support specialists.

We are also consistently recognized in the industry for our innovative service practices. Durst was awarded "Best Service and Support Strategy 2007" at the Field Service 2008 conference by a panel of service experts from Heidelberg, Hewlett-Packard and Worldwide Business Research. We also received a 2008 Service Excellence award at the Chief Service Officer Summit by Aberdeen Research Group. All of our prestigious accolades aside, it is our 92.6% customer satisfaction score recently obtained by an independent third-party source that makes us most proud. This is truly our best measure of success; satisfied customers.

Finally, we at Durst pride ourselves on our focus on total customer care above all. It all begins with our **Advanced** Technical Assistance Center (ATAC), which is staffed to handle service calls 24/7/365. Anytime, night or day, you have a problem or a question, we will be there with a single, empowered point of contact that will ensure you are taken care of. They are supported by our highly skilled Product Managers who are Durst factory trained to know one specific model, inside and out. If your problem requires on-site attention, our field service technicians are strategically located throughout North America, and are also Durst employees, **not** independent contractors. It is a superior service structure and a customer-centric focus that is achieved by being the **only** authorized Durst service provider.

Our objective is simple; to help you get the most from your capital investment by maximizing your equipment's uptime. We believe we possess the experience, the recognition and the focus to do just that. When you take these basic principles and combine them with our advanced customer training, our online tools and resources, our extensive maintenance programs and our remote warehouses, we believe the choice is simple. Durst Service: Committed to a lifetime of service.

Sincerely,

Contact
Title

Durst Image Technology U.S., LLC