



Eric,

Wanted to send a note to formalize how appreciative Midway was for the service on our Motor/Fan Assembly.

As you are now aware, that furnace is "One of a Kind" and finding someone knowledgeable and willing to work on can be a struggle. Your experience with vacuum furnaces was evident during our initial conversation, but I have dealt with many in manufacturing who cannot back up their claims.

The competent and expeditious response you gave us was surprising, though it was your plan. Working with you and your team through this trial was impressive. I understood the problems, you and your team answered questions effectively, and coordinating transportation was very helpful.

During our first quench cycle after balancing, our Heat Treat Attendant was initially concerned that the fan wasn't working because he didn't hear it...

Look forward to further improvements on our furnaces with Dekalb's assistance.

Regards,

Chris Bitterman  
Plant Manager

