

**Miller Thermal, Inc.**

An Illinois Tool Works Company

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November 22, 1996

[REDACTED]  
[REDACTED]  
[REDACTED]  
450 Millers Run Road  
Morgan, PA 15064

Dear [REDACTED]:

This is to address your concerns about our BP400 Arc Spray System. We understand you are concerned about the possibility of the system breaking down without immediate backup. Here's why we think you should consider the BP400 system:

**Product availability:** We offer quick turnaround on the BP400 Gun, PF400R Wire Feeder, and Mogularc 400R Power Source. These are stock items as they are among our most popular products. We also have quick turnaround on system consumables (wire guides, air caps, or coaxial cable lining). In virtually all cases, orders ship the same day. Consumable orders placed by 2 p.m. Central time can usually be in your hands the next business day.

**Strong warranty:** Our equipment has standard Miller Thermal warranties. We think you'll find that the equipment won't need much, if any, repair work if properly maintained.

**Technical expertise:** We have people with up to 35 years experience in arc spray applications. They can answer your questions, and if necessary, visit your plant on short notice.

I believe you'll find the Miller Thermal BP400 Arc Spray System to be the class of the market in price, dependability, and capability. I hope this letter alleviates your concerns. If you have questions, please contact your Miller Thermal district manager, Mr. Ed Kolar, at 219-464-0917.

Sincerely,

George Slaughter  
Inside Sales Department  
Miller Thermal, Inc.

cc: [REDACTED]  
[REDACTED]