
From: Young, Dave [mailto:dyoung@esitenn.com]

Sent: Wednesday, May 11, 2005 1:41 PM

To: Randy McCook

Subject: PFR referral

Randy,

ESI is using the Océ TDS 600 engineering printer with scan-to-file capabilities under the PFR plan from Repro Products to produce about 35,000 square feet of engineering drawings per month. While there are a few options other than Océ that will meet our needs, the Océ performs flawlessly week after week with no down time.

With our previous KIP plotter, the service tech was here almost every week for repairs. Before we switched to Repro's Océ TDS 600, we had a small stockpile of regularly replaced parts for the KIP stored on-site, but sometimes would still have to wait days for back-ordered parts to arrive.

That is not the case with the Océ. Preventative maintenance and cleaning tasks are performed on a regular monthly basis. The service tech is usually in and out before I am even aware of it. In the unlikely event that replacement parts are needed, Repro stocks every part imaginable for the Océ, resulting in very rapid repairs (all of which are covered under the PFR plan.)

Before the PFR plan, we had separate invoices for the equipment, maintenance, paper and toner. Now we simply receive a single monthly invoice that includes everything, and at a very competitive price. No more hassle generating a purchase order just to order a few rolls of paper. Now with a single phone call, we can get a pallet of paper or box of toner delivered to our door when we need it.

David E. Young

I. T. M a n a g e r