

**SL**

---

**From:** JC  
**Sent:** Friday, August 25, 2006 12:23 PM  
**To:** SL  
**Subject:** FW: Concord-Recent Service Review

-----Original Message-----

**From:** Mike Mikush [mailto:mmikush@concordfoods.com]  
**Sent:** Friday, August 25, 2006 11:49 AM  
**To:** science@fillers.com  
**Subject:** Re: Concord-Recent Service Review

Hello Jay,

With pleasure, I'd like to repeat to you that Ray Leyson did a superb job here at Concord Foods a couple of weeks ago. As you know, our In-Line Filler, as purchased two years ago, could barely be called "water resistant" when it came to shielding the controls from water/moisture. **It is now-** after Ray installed the upgraded Nema4 control panel/HMI. Don Dillon, Vice-President; Manny Rosario, our operator; and our outside electrician also commented upon Ray's abilities, enthusiasm and willingness to make things right.

As one of the individuals responsible for the purchase of the filler a couple of years ago, I'd have no problem spending time at your Pack Expo booth this fall describing to people how In-Line stands behind their equipment and fosters a long-term support relationship.

Regards, Mike Mikush; Plant Engineer

----- Original Message -----

**From:** [Jay Carlson](#)  
**To:** [mmikush@concordfoods.com](mailto:mmikush@concordfoods.com)  
**Sent:** Wednesday, August 16, 2006 8:34 AM  
**Subject:** Recent Service Review

Mr. Mikush,

Just a brief note to thank you for your hospitality to our technician Ray Leyson. We are very happy to have been able to perform this service. Our President, Sam Lubus has requested I ask our clients how they rate our service. Would you please take a minute to respond to this E-mail? Our intent is to build the most responsive and modern service organization in our industry and your comments will be greatly appreciated.

J. Carlson  
IFS Technical Services  
(941)486-0020  
[science@fillers.com](mailto:science@fillers.com)