



> PerkinElmer Health Sciences, Inc.  
710 Bridgeport Ave.  
Shelton, CT 06484  
Phone: 781-663-5805  
Fax: 781-663-5981  
www.perkinelmer.com

Debbie Ioia  
City of Columbus  
Department of Public Utilities - Fiscal Office  
910 Dublin Road, Room 3032  
Columbus, Ohio 43215

February 24, 2011

Dear Debbie:

It has come to my attention that your institute requires, in writing, verification that PerkinElmer is the *sole source* for parts, labor and technical service for your instrumentation & accessories manufactured by PerkinElmer Health Sciences Inc and there are no authorized re-sellers of our instrumentation in the United States. Please consider this letter as verification of that fact. In addition, *we do not authorize any other party to service our Instruments.* Our Customer Support Engineers are PerkinElmer trained and considered experts in their field. We realize that the financial aspects of Maintenance Plans are very important, however, we would like to remind you of the other benefits associated with having the Maintenance Plan:

- ◆ Priority response to your service requests
- ◆ Fixed charge enables budget planning
- ◆ Unlimited service calls
- ◆ Discounts on application and training offerings
- ◆ Factory authorized replacement parts

If there is anything else you need, please do not hesitate to contact me. I will be happy to help in anyway I can.

Sincerely,

Deirdre Russell  
Service Contract Sales Team  
PerkinElmer Health Sciences Inc  
940 Winter Street  
Reservoir Woods  
Waltham, MA 02451  
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Fax: 781-663-5981