



Mr. Burns,

I appreciate your patience concerning this matter and thank you for your continued support of the Factory Cat brand of industrial floor cleaning equipment, we are thankful to have the City of Columbus as a customer.

In regards to the issue of service providers in the State of Ohio, there are only three different Factory Certified full stocking service centers for the Factory Cat brand of cleaning equipment. These dealers have a staff of technicians that have all been factory trained in mechanical diagnosis and repair and maintain a full stock of common wear items to respond rapidly to customers service needs.

In Ohio the only three Factory Cat authorized service centers authorized to purchase parts and service our equipment are:

1. **Ohio Materials Handling** located in Macedonia, Ohio serving Northeastern Ohio
2. **Power Clean** located in Cincinnati covering the lower third of Ohio
- * 3. **Contract Sweepers** located in Columbus covering the Central third of Ohio

Please let me know how else I can be of assistance, thank you again for your support.

Regards,

John McLaughlin

Regional Manager

R.P.S. Corporation

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