

George Kast Contracting

Research & Development Services

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SPLat Controls Pty. Ltd
2/12 Peninsula Blvd
Seaford Vic. 3198
Attn: David Gibson

Hello David,

Once again, a big thank you!

You and your team have once more proven that I made the right choice years ago when I decided to run with SPLat products within the scope of my R & D activities.

Last Monday, 6th August, I emailed you at 1355 hrs with a question regarding the feasibility of shortening the SPLat 10mS timebase as I am working on an application which I would like to run at a timed frequency of once per 6mS.

On the same day at 1434hrs you emailed back "call me". Customer satisfaction rating: Fantastic!

I rang you that same afternoon. You gave a great amount of your time to satisfy yourself that you understood not only what the nature of my challenge was, but also the detail involved. You suggested an alternative solution to my problem, one which I had not thought of but which could definitely be made to work. Customer satisfaction rating: 110%

I went away satisfied that I could get this thing sorted but not totally happy with the solution on account of either a lack of flexibility in my product or the need to introduce some potentially cumbersome and costly mechanical hardware issues. "The joys of prototyping" I say to myself, "get over it, get on with it." I did. Customer satisfaction rating: 99%

Most suppliers would leave things there. Way out found, customer satisfied. Imagine my surprise!

This morning, Friday 17th August, I checked my emails as is normal. There, amongst other things, a gentle reminder from SPLat to check your blog where, to my amazement, I found that you had yesterday published the solution to my problem. You and your team had made it happen for me within two weeks of my original communication. Customer satisfaction rating: Thank you SPLanta!

I continue to be amazed and delighted by the service provided by SPLat Controls. I'm also proud to be able to claim that I have now instigated two (to my mind) significant improvements to SPLat product versatility. Needless to say, customer satisfaction rating has climbed back to well above 100%.

David, please pass my thanks on to your team. Your combined efforts have once more been astounding.

George Kast