

*Pennsylvania Veneer Corporation*  
*P.O. Box 282*  
*Reynoldsville, PA 15851*  
*Phone (814) 236-7551*  
*Fax (814) 236-7553*

November 18, 2002

Veneer Machine Services  
Attn: Dane Floyd  
1070 Redwing Drive  
Columbus, IN 47201

Dear Dane:

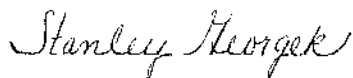
The employees of Pennsylvania Veneer Corporation thank you for the excellent technical support you have provided us.

When our plant sustained a lightning strike that destroyed the controls on our dryer, your response to our situation was outstanding! Thru your efforts, replacement equipment and technical personnel came into our facility over a weekend and made our dryer operational with minimal downtime. I anticipated at least 2 weeks of downtime, but your efforts allowed us to be operational again in 3 days. In which 2 of the days were the weekend.

Recently, we experienced a quality problem with lines on our cherry veneer. We struggled with this problem for 5 weeks and were unable to resolve it. With your assistance, our problem was resolved in only 3 days. During your visit, you also provided us with valuable training on our knife sharpening, honing, and slicer setup. Since your visit, the quality of our veneer has been outstanding. Our veneer is now very smooth and without lines. We are also experiencing excellent dimensional control coupled with very uniform backer boards.

It has been a pleasure consulting with you. We appreciate your time, assistance, and technical expertise.

Sincerely,



Stanley Georgek  
Owner