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TO: Our cementing and fracing customers:

If you are reading this letter, you obviously have some interest in our products and services for cementing and fracing. And for that-I thank you!

As our experience has shown, fast response is extremely important in your business activities.

We realize that you demand the best your suppliers can offer—both in terms of quality products and service.

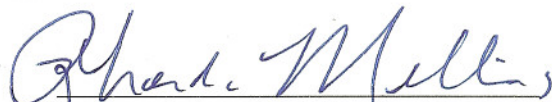
Understanding that, let me re-emphasize our policy on detector repairs and service for the cementing and fracing industry.

We will repair any of our detectors or products that are sent into us for service/repair and have it ready to go out the door in 48 hours.

We make this guarantee to show you our commitment for service and support when you need it.

Other companies may give this kind of statement lip service—I will put it in writing.

If you have any questions about this policy or anything else about our cementing and fracing products and services, please call me at the number above.



Rhonda Mullins, General Manager
Berthold Technologies USA, LLC