

## Customer Satisfaction Survey Summary

December 2008. Bonal Technologies, Inc., received the results of its “Customer Satisfaction” survey conducted by an independent consulting firm on our three product lines – Meta-Lax, Pulse Puddle Arc Welding, and Black Magic from customers acquiring equipment over a 16 month period.

### Overall Satisfaction Rating:

<b>On Equipment</b>	<b>98%</b>
<b>On Sales &amp; Service</b>	<b>98%</b>
<b>On Results</b>	<b>93%</b>

Responding companies represented small job shops to large organizations, came from 10 countries, and represent the following industries – fabricating, machining, aerospace, mining, mold making, fire arms repairing, high performance racing, and specialty metals producing.

Numerous comments were submitted with the number of “quality improvement” comments like “*We’re seeing higher quality repairs*” edging out “economic” comments like “*The process is faster, cheaper, and allows us to avoid moving large parts to the furnace.*”

One comment stands out from the rest:

***“I think Bonal does an excellent job and cannot think of any way that our experience could have been better.”***

We are extremely pleased with these results yet we are determined to do even better.

If you have been considering utilizing the patented Meta-Lax technology in your plant you can feel confident that META-LAX WORKS and will work for you. Why wait or bother with anything else? We look forward to working with you and your staff in the very near future to your complete satisfaction.

Bonal Technologies, Inc.



A. George Hebel, III  
President