



Emhart Glass Research Inc
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December 17, 2003

Subject: Letter of Recommendation

To Whom It May Concern:

Over the last 5 years, as Technical Director of Product Engineering – Controls for Emhart Glass, I have successfully contracted MicroTools, Inc. on a professional basis to perform a multitude of Systems and Software Engineering design and development activities. Emhart Glass is a manufacturer of heavy machinery used in the glass container forming and inspection business. My department is responsible for the design and development of real-time embedded control systems and user interfaces for this equipment. I use MicroTools as an extension of my engineering department in the product design and development process.

Without hesitation I engage MicroTools in critical control systems and software development tasks such as C and assembly language programming, Windows PC based User Interface software development (Visual Basic & Java), systems and software requirements specification generation, verification testing, and even on-site customer support representing the interests of Emhart Glass.

I contract MicroTools on both a fixed price basis and on a time and materials basis. For fixed price contracts they insist on clear requirements definition upfront. In return they develop sound technical proposals with their costs and schedule clearly delineated. Barring extenuating circumstances, they meet their commitments on schedule. For time and materials projects, they keep me well informed in writing of their progress and the associated costs. I always have the sense of good value. Although rare, should a bug arise, they fix the bug at no additional cost. They truly stand behind their work.

The two co-founders of MicroTools, Inc., Robert Japenga and Joseph Lehman, are both top-notch individuals of the highest integrity. Their technical and professional skills are outstanding. This trend extends to their small group of dedicated employees. I do not have any issues utilizing any of their personnel on our development projects.

Without reservation, I highly recommend MicroTools, Inc. as formidable development partner. I would gladly answer any questions you may have concerning engaging them in a development project. I will do this willingly because MicroTools, Inc. is a First Class operation that has helped me achieve my business objectives for many years. They are deserving of business growth opportunities.

Sincerely,

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