



Corporate Services Center
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Phone (330) 375-3000

April 12, 2018

Jerry Hedrich
CEO
Colombo Pneumatic Tube Systems
10421 Enterprise Drive
Davisburg, MI 48350

Subject: Pneumatic Tube System Upgrade at Summa Health System- Akron City Campus

Dear Jerry;

On behalf of Summa Akron City Hospital, I would like to extend our gratitude and appreciation to Colombo Pneumatic Tube Systems for your company's efforts. For many years we worked with another pneumatic tube company and after meeting with Jerry and his staff, Summa went through an extensive RFP Process. This was a large upgrade project to this vital system, with 61 stations, 40 diverters and 6 blowers. This project had a tight schedule of 5 days to implement and complete, which your company completed on time and did exactly what you said you would do.

From the initial presentation, the discussions of the latest technology, to the engineers that install the equipment and the flexibility shown to our facility during the project, the changeover was a smooth installation and transition for Summa. The Lab and Pharmacy staffs are thrilled with the ease of using the system and seamless transformation. Summa's Maintenance staff has reported that the system is running at peak efficiency with minimal downtime and thanks to the training provided by Colombo, Maintenance is able to self-perform and trouble shoot any issues that arise.

Jerry, again, thank you for an excellent project. Summa would recommend Colombo Pneumatic Tube Systems and its team of individuals to any other health care system and I would be happy to speak with anyone about Summa's transition to Colombo. Summa looks forward to working with them in the future on our new tower project and preventative maintenance of the system.

Sincerely,

A handwritten signature in blue ink that reads "Ed Friedl".

Ed Friedl, P.E.
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