



305 Commerce Drive • Moorestown, NJ 08057
Phone: 856-727-1100 • Fax: 856-727-1955
www.opex.com

May 21, 2015

Sherry Sayavongchanh
Iowa Workforce Development
1000 East Grand Avenue
Des Moines, IA 50319-0209

Re: OPEX Corporation – Sole Source Information

Dear Ms. Sayavongchanh:

OPEX Corporation ("OPEX") is the sole authorized source for parts and service on its equipment. OPEX authorizes resellers and other third-parties to sell equipment and a maintenance agreement on our behalf, however, no third party has been authorized to act on behalf of OPEX regarding the maintenance of OPEX equipment. All warranty items, as well as all aspects of equipment support, are handled directly through the OPEX World Headquarters in Moorestown, New Jersey.

There are many reasons for this. The equipment utilizes proprietary service diagnostic software covered by various patents and copyrights. OPEX has not released or licensed this software to third parties. To effectively support OPEX equipment, these third parties would have to develop their own diagnostic software.

Second, when it comes to supporting and / or maintaining the machines, we have found that third parties generally do not perform the rigorous testing and maintenance programs that OPEX performs. As an example on the service side, we regularly inspect your equipment at various intervals throughout the year, replacing worn parts and performing service often before the machines actually experience downtime.

Finally, because OPEX does not distribute parts through third parties, these third party service organizations often install used parts in the machines or parts of sub-standard quality that do not meet the specifications defined by OPEX. OPEX only uses parts which have been pre-tested to meet our factory's quality standards. It should also be noted that many of the parts are manufactured exclusively by OPEX in its Moorestown facility.

I trust this information is helpful. If you have any questions, or need additional information, please do not hesitate to contact me at (856) 727-1100.

Sincerely,
OPEX CORPORATION

A handwritten signature in black ink, appearing to read "Kimberly Bowen". The signature is fluid and cursive, written over a horizontal line.

Kimberly Bowen
Special Projects Coordinator