

*There really is
a Pot of Gold...*



*...at the end
of the rainbow!*

Think of "remounting" as a return on your investment!

These chassis were damaged beyond repair, but the modular unit built by EXCELLANCE remained intact and fully functional. EXCELLANCE easily and quickly remounted each of these units onto a new chassis, saving the owners enormous expense.

EXCELLANCE is the only manufacturer that takes the time and effort to build the quality into it's units that is needed to...

- guarantee easy transfers to a new chassis,
- survive multiple "remounts" year after year, and
- renew the 25-year structural warranty each time it is remounted by EXCELLANCE.

Discover the tremendous value of "remounting" your units instead of buying cheaper vehicles every few years.

EXCELLANCE has manufactured the finest, top-of-the-line emergency vehicles for easy chassis changeovers since 1975. Attention to detail by our craftsmen results in workmanship that surpasses all expectations - with a reputation for outstanding quality and value that are well known throughout the industry.



EXCELLANCE, INC.

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Parish of East Baton Rouge

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May 31, 2002

Mr. Charlie Epps, President
Excellance Inc.
453 Lanier Road
Madison, AL 35758

Pam Porter
Administrator

Dear Mr. Epps:

Thank you for your assistance in resolving the minor issues we had with the first of our remounts for this year. Unexpected developments are not uncommon with any large job. It is the manner in which they are addressed that makes the difference, and your company has again demonstrated its commitment to customer satisfaction.

Now that we have reached the milestone of beginning our remount program, it may interest you to know that our decision to replace our fleet with what we believe to be a higher quality product has begun to pay off. Our maintenance cost per hour for the life of these vehicles is roughly one quarter of the cost of our last Ford products, and the savings over our previous International trucks is even greater. We are also seeing a substantial reduction in fuel cost and downtime as a result of operating a fleet that is never out of warranty. Though it is harder to measure, the increase in employee satisfaction resulting from having newer, nicer equipment that they custom designed is also a plus, and we believe it encourages them to take better care of the equipment as well.

Our program would not be successful if we were not able to rely on our modules to be useful through several chassis lives. We were also pleasantly surprised to find that the cost to remount these first units was less than we anticipated. Less work was needed because they held up better than expected over our chosen vehicle life.

I thank you again for your help, and I look forward to working with you as we continue our remount program.

Sincerely,

Thomas R. Loyacono, MPA, NREMT-P
Chief of Operations

cc: Pam Porter, Administrator