



March 17, 2009

Gemini Tunnel Oven Service/Inspection Offer

To Our Valued Customers,

For a limited time, Gemini's Customer Service department is pleased to offer scheduled service at a discounted rate to all Tunnel Oven customers in North America including Canada. In order to offer this discount and be able to keep costs to a minimum, we are targeting specific cities with the hope of gaining interest from multiple customers.

The cost of the service is as follows:

- \$750.00 a day Monday thru Friday up to 10 hours
- \$900.00 a day Saturday up to 8 hours
- \$1,200.00 a day Sunday up to 8 hours

Note – if multiple customers in the same general vicinity are interested in scheduling service within the same week, all expenses generated would be shared among the interested customers (airfare, hotel, rental, etc.).

Service areas that may be of interest:

- Complete evaluation (report on overall condition of tunnel oven hydraulic, tracking, tensioning and steam systems, circulation and turbulence blowers, damper adjustability, crumb and catch pan cleanouts, etc.)
- Identifying cause of specific problem (uneven bake, tracking, tensioning or hydraulic, etc.)
- Updated maintenance and or sanitation training
- M.O.L.E. tests (best done during full production)
- Heat adjustments (best done when oven is down/semi cool)
- Any combination of those listed above

Gemini will also offer a 10% discount on all parts orders that may be generated in advance or as a result of this scheduled visit.

Please review and kindly contact me directly or our Customer Service department with any questions you may have and or to schedule a service visit at the discounted rate.

Thank you,

Matt Wilkie
Customer Service Supervisor
Gemini Bakery Equipment Co.