



MIDWAY

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Re: Thermo King Western

Our business is based on providing the best quality products and service that exceeds our customers expectations. To do this we must align ourselves with suppliers that have the same philosophy.

Thermo King Western has provided us with what we believe is the best quality air compressor packages and accessories available. Although this is a very important part, without the best customer service to back it up it is worthless to us. We feel that we have both pieces of the puzzle in dealing with Thermo King Western.

The sales force that they have is second to none. Rob Davis and Karl Schwendeman are not only very knowledgeable, but they also provide something that I feel is lacking very bad in many other companies we deal with...and that is exceptional customer service. When you call them they can generally answer your questions right then and there. If not, and you have to leave a message, they do call you back. Image that! Whenever we require information, pricing, technical assistance or to visit a customers site with us they are there for us each and every time. I personally cannot think of any issues that they have not been able to resolve quickly.

The parts and service department has been excellent to deal with also. We have not had to deal with this area of the business all that often but when we have it has been excellent.

It has been a pleasure to deal with Thermo King Western over the years and my hope is that we are both able to grow our businesses together for many years to come.

**Dave McKean
General Manager**