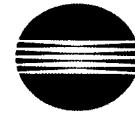


James Ingrassia
Vice President
Solutions Support and Development
100 Williams Drive
Ramsey, New Jersey, 07446
201.934.4695



KONICA MINOLTA

May 10, 2011

Mr. Randall Wheeler
Tronitech, Inc.
601 B Brooklyn Avenue
Milford, OH 45150

Dear Randy:

Congratulations! **Tronitech** has assembled an award-winning service team and we're excited to inform you that your efforts have paid off. Konica Minolta is proud to recognize your dealership as an elite recipient of the Konica Minolta Pro-Tech Award for 2011.

The Pro-Tech Award recognizes those Konica Minolta dealers able to demonstrate an exceptional commitment to customer support and satisfaction. It is a symbol of quality and an assurance of professional, reliable service. Very few are able to achieve this honor, although hundreds have participated in the evaluation process, which is exhaustive. Every element of your service operation has been scrutinized and measured. Each year we raise the bar to reflect the technical advances that permeate our environment.

Portray the Pro-Tech symbol proudly. We encourage you to make full use of the promotional items Konica Minolta provides, after all, they are an indication of your proven commitment to outstanding customer satisfaction.

The Pro-Tech Service Award is exclusive in our industry, intended to recognize the "best of the best". To be chosen to become a member of this select group is indeed an honor. All of us at Konica Minolta are extremely appreciative and pleased to have you on our team. Many thanks go to you and your technicians for the support and effort you've shown to achieve this year's Pro-Tech Service Award.

Sincerely,

A handwritten signature in black ink that reads "James Ingrassia". The signature is fluid and cursive, with the first name being particularly prominent.

James Ingrassia
Vice President
Solutions Support Division