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Randall Wheeler
Tronitech, Inc.
5139 Winton Ridge Lane
Cincinnati, OH 45232

Dear Randall,

Congratulations! It was a pleasure to learn that you and Tronitech, Inc. have attained Pro-Tech for 2017!

I am happy to welcome you and your Service team as Konica Minolta Pro-Tech partners. This is indeed a great achievement and I'm well aware of the extraordinary efforts that you and your team have taken to become Pro-Tech certified for 2017. Attaining this level of certification shows that you and your Service Professionals are committed to providing outstanding service to your customers, and focus on maintaining Konica Minolta products to their optimal performance.

The Pro-Tech program has existed for 29-years and each year it takes even more effort to achieve certification. I commend you for your hard work and dedication to make this award a reality for your company. It is truly a symbol of outstanding achievement and reflects your belief in offering professional and reliable service. **Konica Minolta thanks you for this commitment.**

Pro-Tech certified partners for 2017 will receive various Konica Minolta promotional items, including electronic brochures, Pro-Tech mugs, a Pro-Tech plaque and Pro-Tech window decals to display in your service center. After you are recognized among your peers at a special awards ceremony at the annual Konica Minolta Business Conference and Product Expo, KMBS will create and send you a copy of a Press Release for you to advertise in your local markets. I encourage you to make full use of these items to promote your Pro-Tech certification accomplishment and status as an elite service provider.

Additional Pro-Tech privileges include: ***Exclusive 800# for priority access to our Contact Support Center (CSC) team** for technical-related issues and questions; use of ***bizhub vCare and vCare to ERP Meter Integration*** at no-charge; industry leading **technical certification courses for Security +, A+ and Network+** at no-charge; free-of-charge access and use of the **vCare Dealer-Customer Portal**. And, new for 2017, the **KMBS Service & Support USB Drive**. This 32GB drive arrives pre-loaded with published materials from Service Communications and Technical Education, Parts & Technical Bulletins, Configuration Sheets, End of Life listings, Model Cross Reference Listings, Parts Manuals, Service Manuals, and Specification and Install Guides.

***The 2017 Pro-Tech exclusive CSC Elite Access phone number is (800) 395-6198.**

On behalf of Konica Minolta, I appreciate all of your hard work to attain Pro-Tech certification! Please extend my sincerest of thanks to your technicians for their excellent work, and for supporting Konica Minolta products.

Sincerely,



James Ingrassia