

July 31, 2009

Mr. Ken Harrison
GNB Corporation
3200 Dwight Road, Suite 100
Elk Grove, CA 95758

Dear Ken:

I thought it might be appropriate to share with you my observations on “what it is like” to be a GNB customer.

As you know, in my past life as President-CEO of Denton, we had the occasion to use GNB on several occasions. Build quality was excellent but there was always “something lacking” during the process. Sometimes it was a failure of the GNB engineering team to be proactive. On some occasions communication was poor. In other cases mysterious schedule slippages occurred. None of these were deal killers (as the final build quality was ALWAYS there) but the overall end feeling was akin to eating “lite” ice-cream. Nice, but not completely satisfying.

Under your tenure and the changes that you and your team have instituted, a literal transformation has occurred. The bar on build quality has been raised; the new chamber I commissioned from you at RNT exceeds (I didn’t think it could be done!) the performance of the “mother” chamber GNB built for me 4 years ago at Denton. GNB’s sales team was proactive, tenacious, and persistent; working with me to drive a design that met my budget and performance requirements. Your engineering team is crackerjack; they took ownership of the project and drove me to make the decisions necessary to keep the project on schedule and on budget. I particularly enjoyed the collaboration between your sales and engineering team and how if I missed a deadline on responding, a polite reminder came back to me from two directions. I was kept abreast of the project on a regular basis and in the end, you hit the schedule exactly.

With performance like this there is no reason anyone should consider going anywhere else!

I now consider you folks “Hagen Daz”!

Best regards,

Frank T. Zimone

Vice President - Operations