

# CAPEXT INDUSTRIES

115/6, RAILWAY STATION ROAD  
KORATUR,  
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Phone: + 91 44 2625 1630  
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November 07, 2013,

M/S TRISHUL MACHINE TOOLS P LTD  
#B-8, KSSIDC INDUSTRIAL ESTATE,  
BOMMASANDRA, HOSUR ROAD,  
BANGALORE – 560099.

Attention: Mr.Shivasankariah

Dear Sir:

## RE: FEEDBACK ON THE POSITIVES AND NEGATIVES OF YOUR MACHINE

### 1. Positives:

- a) **Price of the Polygon machine:** Suited our budget for upgrading our conventional milling machines.
- b) **Delivery:** Excellent commitment in delivering the machine in short lead time.
- c) **Performance:** We are able to maintain the dimension and geometry tolerances on our parts consistently. We shall continuously update you after manufacturing more parts with the machine but it appears that we will be successful with your machine.
- d) **Service support:**
  - (1) Tooling support commitment from you for six months at free of charge evidence your good intention of establishing the customer products with your machine. This will reduce your customer's time in thinking and designing the tool required for their parts.
  - (2) Local representative nearby our company and his quick response reduces our machine idle time.
  - (3) Coolant media support extended for machining of Stainless steel reduces the expensive inserts cost.

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## e) General:

- (1) Management commitment of your organization is very good and has pleasures to work with your team.
- (2) Response to our communication is excellent and we shall have no hesitation in approaching you for any support.
- (3) Good housekeeping observed in your factory.
- (4) Excellent courtesy extended during our visit to your office.

## 2. Negatives:

- a) Minor issues on the collets and sleeves observed but we could understand the short lead time could have caused these issues.
- b) No negative observations with the machine till now and with your excellent technical knowledge and support we do not anticipate any issues with the machine.

Thanking you

Yours truly,  
For CAPEXT INDUSTRIES

P.Balaji  
Direct: +91 (0)9790913885

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