



PGI International

Excellence Through Innovation

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C.S.Shiva Shankaraiah

Trishul Machine Tools Pvt. Ltd.

B-8, KSSIDC Indl Estate
Bommasandra, Hosur Road
Bangalore 560 099
INDIA

Dear Shiva

PGI is generally satisfied with the overall level of service we have received from you and your company. We are extremely satisfied with the service you provided when you visited Houston to commission the machine. We are less that completely satisfied with the performance of the machine and the life of the inserts. The machine will still shut down from time to time and we are still looking for an insert that will give us close to the tool life that said we would get when you did the initial estimation on our parts. Seco with a .03 tool nose radius is the one that has lasted the longest but it is still less than ½ of the initial estimated tool life. I would suggest in the future for your company to not be so aggressive when you estimate tool life. As I said in the beginning, overall we are pleased with your company. We would be totally satisfied if we did not have the above mentioned issues. Will I purchase another machine from you when I need one? Yes.

I hope this satisfies your requirement and if you need anything else, let me know.

Jose Neftali Garza
Director of Manufacturing Engineering
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