



296 Grayson Hwy.  
Lawrenceville, GA 30045  
770-822-3600

To: Norm Kester

From: Charlie Foell

Re: New AR

Norm,

Just wanted to give you some feedback regarding our first few months with our new AR stack. As a company, our jobs with AR are up ~20%. I don't know if this is a result of our great marketing or the new product. One thing I am sure of is our stores are very happy with the product or they would not be selling it at the current rate. Also, I have requested feedback from our field management team and they are very happy with the new product. I feel confident that the new stack is contributing to our increased market penetration.

The one surprise for which I was not prepared was the speed and level of support your company offers. Like most companies, we try to fix things ourselves. When we call for support, we really need it. When we have called Quantum it has typically been late in the week and an emergency. The response we got was nothing short of incredible. You had technicians in the air almost immediately, and that was during the weekend. I could not have asked for a better and quicker response.

Once here, both Bill and Brett conducted themselves as if they were our employees. They put in whatever hours were necessary to get us back up and running. While they were here, they used that opportunity to educate our personnel in the process. If they were working on a mechanical problem, they would use any "down time" to work with our process to make it even better.

I would have thought that this level of response and customer service was non-existent in our current economic environment. Not so with a partnership with Quantum.

Best regards,

Charlie Foell  
NVI  
VP Mfg. + Dist.



To: Norman Kester

From: Dr. Marco Machado

Re: Quantum Support

Dear Norm,

I wanted to take this opportunity to let you know how Quantum has positively impacted our business.

The service and support we receive from Quantum has been of great help to our company. When we upgraded our systems with new Electron Beam guns and Cryocooler systems, you provided the technical support we required to make a smooth transition.

We also decided to upgrade our AR coating processes to provide better AR coating to our customers. Not only did you provide us with the AR coating design, materials and specifications, you went from one lab to the next to install the processes in all of our equipment. The AR coating has performed beyond our expectations and has helped us to grow our AR coating segment.

From the products we purchase to the AR coating processes we use, Quantum has provided us with the best possible quality. Quantum has proven to be a very strong partner for our company and we look forward to many more years of collaboration.

Sincerely,

Marco Machado  
Director General  
Augen Opticos, S.A.



117 EAST SALEM•BOX 519•INDIANOLA, IOWA 50125  
(515) 961-6593

5585 NORTH LYNCH•CHICAGO, ILLINOIS 60630  
(312) 773-427-2360

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Quantum,

I just wanted to drop you a quick note to thank you for your support through the changeover period that we have recently gone through with our AR processing. As you are aware, when we began our discussions our lab was facing some very tough choices; we had been informed that our current AR coater was not capable of producing a product that would be competitive with today's premium products. Our choices were limited to a major reformatting of our entire system at a cost of over \$1MM, or at the least, replacing our coater at a cost of over \$500K. With these costly choices, your fresh approach was certainly welcome. The software upgrades, equipment adjustments, technical guidance and new chemicals that you have provided have exceeded our expectations. We are now producing a product that is very competitive with the other premium products in the marketplace. We have received excellent feedback from our customers, which of course is the most important issue.

We have received all of these benefits, at a cost that has been *very* manageable for us. The Quantum team has been excellent to work with and we look forward to continuing our relationship.

Thanks again.

Sincerely,  
Frank Soppa  
VP Optical Services

# Optica Los Andes

Manuel Barreto, N32-251 y Coruna  
Quito, Ecuador

Phone (593 2) 2 903 902 / 2 255 71 89

Fax (593 2 ) 2 902 334

Felipe Cepeda  
Quantum  
Paseos De Delicias 14548  
Chihuahua, Mexico 31105

Dear Felipe,

Me es muy grato confirmar que el servicio que hemos tenido por parte suya ha sido inmediato y con respuesta claras y concretas con productos de alta calidad.

Translation: I am glad to confirm that the service that we have had from your side has been quick, and with responses clear and concise with high quality products.

Regards,

Dayana Becerra  
Importaciones  
Optica Los Andes

# OPTICA CARONI, C.A

CALLE LOS LABORATORIOS  
EDIFICIO QUORUM-MEZZANINA  
LOS RUICES  
CARACAS, VENEZUELA

Phone number: (582) 122 377058 Fax: (58 2) 122 384845

Norman Kester  
Quantum  
8901 Rogue River Hwy., Ste. A  
Grants Pass, OR 97527

Dear Norman,

Over the past year, I have experienced an excellent technical support group, excellent product quality and service. I have found that I can always count on Quantum to keep my machine up, on either parts or service.

With your experience and expertise we have minimized our remakes and increased our AR quality.

Regards,

Moises Fridzon B.  
Gerente General de Laboratorio  
Optica Caroni C.A  
[mfridzon@opticacaroni.com](mailto:mfridzon@opticacaroni.com)  
[www.opticacaroni.com](http://www.opticacaroni.com)

# VM Products, Inc

*Lens Coaters Since 1970*

800.444.COTE ~ 925.449.8400 ~ 925.449.8458 (F)

Norm Kester  
Quantum Labs, Inc.  
8901 Rogue River Highway  
Grants Pass, OR 97527

Dear Norm –

I have no words to thank you for the help and support you have provided. You have been free with your time and your advice. If we were doing something wrong, in your Norm way, you corrected it for us. Or at least pointed us in the right direction. You have been very open with tips and so called secrets. Not only did you show us what to do to get a great AR you also showed us what to do to adjust our machine as contamination built up.

All the team has generally been very helpful and available. They have bent over backwards to make sure our chemical shipments got to us in time. And so on...

We had a problem with our previous AR. You had come in to help us get into Dielectric mirrors. The day you were here the mirror machine decided not to cooperate. That didn't stop you from going on to the next problem and machine. By the end of the day we had a world class AR solution. Currently it stands over 30 boils. I don't know how many customers we have acquired because of it. I do know that we have retained a whole bunch. In fact one of our customers complained that our AR was coming off. We asked her to send the lenses back in the original envelope and never heard from her again. We still get jobs from her as it happens. Our customers are delighted. Our techs are delighted to be working with such a great process.

Quantum has made a tremendous boost to our confidence and allowed us to quote and look at work we had previously been passed over for. You are always available for support. On top of the optical industry and coating technology. As I said we are now looking at industrial coatings that were once beyond our reach.

We look forward to keeping and nurturing a good relationship with Quantum. In the future as our needs warrant to go ahead with looking at your hardware solutions as well as continuing to use you for chemicals, advice and support.

Sincerely,

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Shazad Sheikh  
President

800.444.COTE ~ 925.449.8400 ~ 925.449.8458 (F)  
34 Rickenbacker Cir Livermore CA 94551

Dear friends,

I would like to share with you some information about the success of your processes in Orgalent:

- Total of RX lenses treated since the introduction of Sentinel and Aquila (September/07 till January/08): 50,200 lenses
- Lenses returned with problems in this period: 50 lenses

Before the introduction of your processes, we had something near 20 lenses returned daily (about 4% of total production). It was hell...

We are very satisfied with the results obtained till now.

Thanks for all and congratulations!

Moisés Araujo  
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Orgalent Produtos Óticos LTDA  
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