



To Whom It May Concern:

I have been using a Viking VFFS quad seal bagger for about one year. In addition to the Viking I operate three other VFFS baggers made by others. Without a doubt the Viking machine is the most rugged, solidly built bagger we operate. It has operated smoothly and at speeds promised.

More impressive than the machine is the quality of service both during the sale and since startup. I have worked directly with Robb as well as three other members of the Viking team and everyone, every time, live by the code: "How can we serve our customer better?"

When I made some last minute changes to the order, the response was to guide me through those choices. They then made it happen with neither complaining nor change order charges. In the end, everyone at Viking always seem to want a happy customer rather than make a sale. My experience at every turn was that Viking is a company I can trust and they are real partners in helping me achieve my goals. My next bagger will be a Viking, whenever that time comes.

Sincerely,

Mark Ballering  
President  
Steep & Brew Coffee