

September 18, 1998

Craig Coder
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Mr. Jason Robertson
ICS, Co.
1300 S. Inca St.
Denver, Co. 80223

Dear Jason,

I am writing in regard to the relationship that I have had between Hill-Rom and ICS.

Jason, you and your staff have been a tremendous asset to the people here at Hill-Rom. I personally have worked with you and your co-workers over the past year-and-a-half. You need to understand how much we depend on the professionalism and expertise of contractors like yourselves. That your company's actions reflect directly on Hill-Rom as a company, as well as myself as the main point of contact with the customer.

In today's economic climate, the need for sound capital investment and fiscal management of patients and hospital is critical. One or two slip-ups and we are out of business- just like you and your company. We are all in the spotlight, and need to depend on each other's support to continue the first class service to our clients that the deserve.

I want to thank you for all your for your help in completing the jobs you and your staff have completed with such quality of work, professionalism, and impeccable neatness and timeliness. Jason, I would recommend your company to any and all people who are looking for a contractor in the future.

Once again, it has been my pleasure working with you and your company, and look forward to working with you on future installations in the coming months.

Sincerely,



Craig Coder
Account Manager
425-868-2563