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Hunter Engineering Company
11250 Hunter Drive
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HESSELBEIN TIRE

WE KNOW WHAT YOU MEAN WHEN YOU'RE TALKIN' TIRES

Featuring: Multi-mile • Goodyear • Toyo
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129th E. Avenue & 31st Street - Tulsa OK 74146

Dear Allen:

On behalf of myself and the management team of Hesselbein Tires in Tulsa, OK, I wanted to express my appreciation to the Hunter Team for developing a state of the art product that has truly made a difference in our every day business operation. The Smart Balance technology has not only improved the quality and efficiency of our work, but has made a significant impact on our bottom line.

In 2008, my company purchased the Smart Balance software for use in our three Tulsa facilities. While I was skeptical at first, the positive results we have experienced over the past 24 months more than demonstrate the value of this investment. Our three Tulsa locations are high volume producers with hundreds of customers per day. With our Smart Balance software we were able to realize labor efficiencies through the dynamic balancing function. Not only did we invest less time in each job by having to apply fewer weights, we saved time by simply having fewer corrections.

Next, the bottom line. The savings we have experienced as a result of Smart Balance more than justify the investment in the technology. In the last 12 months, our wheel weight expenses have been reduced 31 % resulting in a cost savings of more than \$14,000. Those results speak for themselves.

Finally and most important for Hesselbein, is the customer experience. The labor efficiencies we gain improves the customer wait time. A carefully balanced auto improves the customer's experience and a reduced cost in wheel weight helps keep the customer's cost down.

Again, my thanks to Hunter for being on the cutting edge of wheel balancing. We are pleased we made this investment. I'm certain it's one that will continue to pay a return for years to come.

Sincerely,

Chris Himebaugh
Tulsa Retail
Hesselbein Tires

