

In these tough times, when new equipment is not an option turn to the service department with the expertise and the correct parts to retrofit, cut-down and fine tune your Glunz & Jensen, Inc. Punch/Bend and Conveyor equipment. The Orlando Sentinel knows there is no comparison!

"I would like to take a moment on behalf of Orlando Sentinel to recognize your Quality Control and Service Manger, Dave Walter. We have worked with him on 3 separate occasions in the past 4 months and he has gone above and beyond the call of duty to meet our needs as your client.

He first came in to repair a K&F bending unit and dial in all 3 of our lines to a degree that our own internal tech support claimed was, "impossible" to achieve. Dave, then came onsite to perform a series of maintenance training session and a software upgrade. We received exceptional feedback from our staff about how well the training went and we can see it pay off in how they respond to resolving issues with these benders. His most recent work was doing the 44" modifications to each unit. He not only came in to do the modifications, but he showed up to watch us take the product live and to provide emergency support if needed.

Dave has built some lasting relationships here with our staff. He produced site visit reports and met all of our needs without issue. Dave is available and accessible to us and demonstrates "OUT OF THIS WORLD" customer service.

Thanks for giving us the opportunity to work with such a talented person. You have an absolute gem within your organization!"

Sincerely,
Jeffrey M. Koors Jr.
Quality Systems Analyst & Coordinator
Orlando Sentinel



Standing next to one of three ProVision Alliance Punch/Bender lines, from left to right, are Jeff Koors, Glenn Cissell and Charles Edner.

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