



DEPARTMENT OF ENVIRONMENTAL SERVICES
Water, Sewer & Streets Bureau
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October 24, 2016

Bergkamp
Bill Tharrington, Regional Sales Manager
3040 Emulsion Drive
Salina, KS 67401

Dear Mr. Tharrington; Bill,

I am writing concerning our recent purchase of the FP5 patcher unit that was purchased from Bergkamp in the spring of 2016. As you are aware, Arlington County explored a number of options on patching equipment, prior to our purchase of the FP5 patcher. The decision on the FP5 patcher was made after research, discussions and site visits with other jurisdictions. All the information gathered was able to show us the efficiencies and ease of use of the FP5 patcher that were built in; which solidified our decision to purchase.

When we chose to go with the Bergkamp FP5 patcher; Bergkamp was a constant partner for us from the start. The Bergkamp team answered our questions throughout the procurement and purchasing on a tight timeline and worked with us on our budget restraints. The partnership continued throughout the construction of the FP5 patcher, with the Bergkamp team sending updates on the unit when milestones were completed. Upon delivery, Bergkamp staff was onsite providing training to County field and maintenance staff. Since the initial training, the Bergkamp team have been in touch with County staff, answering questions and providing support as needed, to get the most value out of our FP5 unit.

Since we have received the FP5 patcher we have seen increased productivity by helping us to reduce steps, saving time and produce a better, longer lasting patch. The FP5 unit provides everything our team requires to do the job right – the first time.

Respectfully,

A handwritten signature in blue ink, appearing to read "M. Gundersen", written over the word "Respectfully,".

Mark Gundersen, Operations Manager
Arlington County
Department of Environmental Services