



LETTER FROM THE PRESIDENT

TOOLS OF VALUE

At HECAT Inc. our core values and true goals are to produce only a high performance, high quality, and long lasting, American made product. Tools that perform as advertised, provide real solutions, real value, improve the process, and solve real challenging problems; while also producing warranty (and other) cost reductions, and new revenue generating opportunities.

Tools of value, with that “wow” factor, you cannot help but love; with lifetime technical support, and lifetime warranties on selected models. We are simply seeking “Customers for Life”.

- Fleet Operators/DOM's/Military (aircraft, truck, bus, construction, agriculture, etc.) applaud our tools of value, which directly affect their bottom line (mission) by reducing overall maintenance/repair costs, repeat work, and that dreaded costly equipment downtime.
- Repair Shop Owners/Managers highly rate our tools of value, which provide for many different revenue and PR generating scenarios. Flushing fees/time, flushing fluid sales, additional needed service parts, reduced comebacks, reduced warranty costs, make happy tech's, make happy customers, “one up” the local competition, and so much more.
- Technicians appreciate our tools of value, which improve their professional approach to a specific repair, eliminate unknowns, improve workmanship, validate the work, reduce comebacks, reduce premature parts failure; and often reduce the unnecessary work to tear out interiors and replace expensive components that are otherwise, just dirty.
- Industry Suppliers (manufacturers and distributors) approve our tools of value, which provide for a clean (like new) environment for their part or component to be installed. Many require such in their warrant statements, because the highest percentage of product failures are directly related to the contaminations not properly removed during install.
- Customers treasure our tools of value because you are their hero, you fixed it right, you fixed it right the first time, and you provide them with a great value.

So, that's the HECAT win-win-win scenario. I do welcome your thoughts and comments, to hear about your needs and problems, and to discuss the solutions and applications we can offer, engineer, and/or produce. Feel free to contact me directly anytime.

Thank You & Sincerely,

Karl Matis

President

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