



**Hartzell Propeller Inc.**  
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June 5, 2012

Dear Valued Customer:

Hartzell Propeller Inc. is pleased to formally recognize Hope Aero Propeller & Components, Inc. as a member of the Hartzell Recommend Service Facility Network. In order to obtain this status, a propeller repair station must be fully equipped and trained on Hartzell products, perform specialized processes, and demonstrate very high quality standards. Only 21 facilities worldwide currently hold this endorsement.

Hope Aero Propeller & Components, Inc. is a highly professional and valued network member, and demonstrates top quality standards in Hartzell propeller overhaul and repair. Hope Aero Propeller & Components, Inc. has many years of experience maintaining Hartzell propellers and components.

Having passed rigorous audits by Hartzell personnel, Hope Aero Propeller & Components, Inc. strictly follows Hartzell requirements for tooling, systems, and procedures, including formal Hartzell factory training and special process certifications.

Hope Aero Propeller & Components, Inc. also supports our customers as a Warranty Center. Partnering closely with the Hartzell factory, Hope Aero Propeller & Components, Inc. receives preferred technical and parts support on warranty issues. This relationship ensures that Hartzell customers receive the highest quality warranty repair work, processed in the shortest possible time.

Hartzell strongly encourages our customers to use the Hartzell Network facilities for their propeller repair and overhaul needs. As a member of this network, Hope Aero Propeller & Components, Inc. offers the highest quality propeller overhaul and repair work available today, reflecting Hartzell's strong customer commitment and our reputation of "Built on Honor".

Sincerely,

Michael Mayhill  
Manager, Customer Service and Support