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PRESS RELEASE BY

The Kiemle-Hankins Company

**KIEMLE-HANKINS ANNOUNCES FORMATION OF NEW CUSTOMER
SERVICE GROUP AND MANAGEMENT PROMOTIONS**

September 24, 2002

Toledo, Ohio

The Kiemle-Hankins Company today announced the formation of a new customer service team within its Toledo Division to help increase customer service and satisfaction. The new team, comprised of three highly trained Customer Service Representatives along with a newly appointed Technical Specialist, will offer Kiemle-Hankins customers an entirely new level of service.

“In today’s difficult economic environment, we have decided that the most important goal for our company is to deliver superior value and service to our customers,” stated A. Stephen Martindale, President of Kiemle-Hankins. “Our customers will immediately start to see benefits from the expertise, attention and dedication of our new customer service team and Toledo management team.”

The Kiemle-Hankins Company, founded in 1928, is the region’s largest electrical and electromechanical repair services provider. Specializing in the repair of motors, power distribution equipment,

servomotors, dynamometers, blowers, pumps, clutches, press drives, and electronic controls, Kiemle-Hankins, along with its subsidiaries and affiliates operates five full service electrical motor repair facilities in Ohio, Michigan and Indiana. The company employs more than 100 highly skilled associates and provides services to most of the largest and well known industrial customers in these states.

“By re-investing in new resources to serve our customers Kiemle-Hankins will continue to be a market leader in industrial electrical repair,” added Martindale. “The formation of this customer service team is merely the next step in a process to differentiate ourselves by providing superior service in areas such as on-site repair services and predictive maintenance. Our investment in the technologies and people to deliver these services is unmatched in our markets, and we plan to continue to grow and expand in these areas.”

In addition, the following management promotions were also announced. Timothy I. Martindale has been promoted to Executive Vice President. J. David Fowler has been promoted to Division Manager, Toledo. Thomas J. Angelone has been promoted to Assistant Division Manager, Toledo. Robert T. Clifton has been promoted to Services Supervisor, Toledo.

Longtime Kiemle-Hankins associate, Carl G. Prall, the former manager of the Toledo motor repair operations, has at his own suggestion and request, returned to a field sales role with Kiemle-Hankins. Prall will be the Senior Sales Engineer, Toledo Division. “I am delighted to be returning

to the position that I love most in this business,” stated Prall. “Helping customers solve problems in the field is what makes me get up in the morning with a smile on my face, and now I will have an opportunity to devote my full time and attention to that aspect of the business,” he added. “With the new management team and the new customer service group, this is an exciting time to be re-joining the field sales efforts at Kiemle-Hankins.”

For further information contact:

Steve Martindale, Kiemle-Hankins 419-666-0660