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June 2, 2008

To Whom It May Concern:

This is to verify that the cutting board for all of our Alto-Shaam hot carving shelves (e.g. Model 100-HSL/BCS-2S, Model 100-HSL/BCS-2, Model 100-HSL/TMS & Model 100-HSL/TM) has a natural tendency to curve when it gets cold. However, once the cutting board is heated up when the carving shelf is in use, the cutting board will get soft and turn flexible with a maximum contact with the surface of the carving shelf. This is because the cutting board is made of a special rubber material and it gets that way (curved and not flat) when it is not heated. It is not a defect of our cutting board at all.

Please feel free to contact us should you have any question regarding their status with us.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to be 'DK' with a stylized flourish.

Danny Kuan  
Director  
Asia-Pacific Region

/dk