

**Product Experience Feedback Responses for 2006 - 2007 Winter**  
**Products used during 3-18 storms**  
1= least helpful/poor and 5=extremely helpful/excellent

**Hot Shot Results**

[www.microheat.com](http://www.microheat.com)

| State                 | Quantity tested | Helpfulness of the product instructions. | Ease of installation. | Vendor's technical support and services. | Durability of the product during your test period. | How well did the product address your problem? | Overall satisfaction with the product. | Comments about the product (concerns, kudos, etc.)  |
|-----------------------|-----------------|--|-----------------------|--|--|--|--|---|
| Iowa                  | 1               | 3  | 4                     | Not applicable                           | 4  | 3  | 4                                      | Works fine in light snow and freezing rain - didn't keep up in heavy wet snow.  |
| Iowa                  | 1               | Not applicable                           | Not applicable        | Not applicable                           | 4  | 1  | 1                                      | Couldn't tell any difference, didn't deice at all   |
| Iowa                  | 1               | 3  | 4                     | Not applicable                           | 4  | 3  | 4                                      | Didn't work in heavy snow.  |
| Iowa                  | 1               | 4  | 4                     | 4  | 4  | 4  | 4                                      | Worked well but used lots of fluid. Used with wiper shaker system and worked well together.   |
| Iowa                  | 1               | 3  | 2                     | 5  | Not applicable                                     | 1  | 1                                      | Button has too many settings. Should be on-off only, and driver should be allowed to control the amount of liquid applied. Uses too much fluid, button not user-friendly and when plowing it takes too long to operate. |
| <b>Average rating</b> |                 | <b>3.25 - moderately helpful</b>         | <b>3.5 - easy</b>     | <b>4 - helpful</b>                       | <b>4 - maintained good condition</b>               | <b>2.4 - moderately well</b>                   | <b>2.8 - moderately satisfied</b>      |   |

## Clear Fast Results

For more information, contact sales@nartron.com or 231-832-5515

| State                 | Quantity tested | Helpfulness of the product instructions. | Ease of installation. | Vendor's technical support and services. | Durability of the product during your test period. | How well did the product address your problem? | Overall satisfaction with the product. | Comments about the product (concerns, kudos, etc.)  |
|-----------------------|-----------------|--|-----------------------|--|--|--|--|---|
| Iowa                  | 1               | 4  | 4                     | 4  | 5  | 3  | 4                                      | Product is a good tool for dealing with certain conditions such as freezing rain and fogging windshield. The snow that accumulates on the windshield due to blowing or end of plow driftings however, was more than the product could handle. |
| Iowa                  | 1               | 3  | 4                     | Not applicable                           | 4  | 5  | 5                                      | liked the idea of a simple on/off switch for the product versus having a manufacturer specific switch for the product, works well with the shaker system, operators found this product very user friendly                                     |
| Iowa                  | 1               | 5  | 4                     | Not applicable                           | 5  | 4  | 4                                      | Cleans window fine, doesn't deice very much<br>Shaker - during snow storm keep wipers clean   |
| Iowa                  | 1               | 5  | 3                     | Not applicable                           | 5  | 4  | 4                                      | Cleans window, didn't do a whole lot for ice.<br>Clear Fast draws volt meter down.  |
| Iowa                  | 1               | 4  | 4                     | 3  | 4  | 4  | 4                                      | Used lots of fluid through the washer.  |
| <b>Average rating</b> |                 | <b>4.2 - helpful</b>                     | <b>3.8 - easy</b>     | <b>3.5 - helpful</b>                     | <b>4.6 - maintained excellent condition</b>        | <b>4 - very well</b>                           | <b>4.2 - very satisfied</b>            |   |

## Shaker Wiper Results

[www.wipershaker.com](http://www.wipershaker.com)

| State     | Quantity tested | Helpfulness of the product instructions. | Ease of installation. | Vendor's technical support and services. | Durability of the product during your test period. | How well did the product address your problem? | Overall satisfaction with the product. | Comments about the product (concerns, kudos, etc.)  |
|-----------|-----------------|--|-----------------------|--|--|--|--|---|
| Iowa      | 1 set           | 5  | 4                     | Not applicable                           | 5  | 4  | 4                                      | During freezing rain motors iced up didn't vibrate well   |
| Iowa      | 1 set           | 5  | 3                     | Not applicable                           | 5  | 4  | 4                                      | Iced up with freezing rain. Did work well in heavy snow.  |
| Iowa      | 1 set           | 4  | 3                     | 3  | 4  | 4  | 4                                      | This was combined with the HotShot washer system. When cold, ice would build-up beyond shaker capability. Worked well in combination with HotShot washer system |
| Iowa      | 1 set           | 5  | 4                     | Not applicable                           | 5  | 4  | 4                                      | Easy to use and works well. Ice may accumulate on the ends of wipers in bad storms.   |
| Minnesota | 4 sets          | 4  | 5                     | Not applicable                           | 5  | 5  | 5                                      |   |
| Indiana   | 1 set           | 4  | 3                     | Not applicable                           | 5  | 4  | 5                                      |   |
| Indiana   | 4 sets          | 4  | 4                     | 4  | 4  | 4  | 4                                      | Worked well in light snow and in freeing rain.  |
| Indiana   |                 | 4  | 4                     | Not applicable                           | 4  | 4  | 4                                      |   |

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### Shaker Wiper Results (continued)

|                       |        |                           |                   |                    |  |                        |                             |   |
|-----------------------|--------|---------------------------|-------------------|--------------------|--|------------------------|-----------------------------|---|
| Indiana               | 5 sets | 5                         | 4                 | 5                  | 3                                      | 4                      | 5                           | On one units the wires pulled out of the unit. It was sent back to the factory and a replacement box was sent back. Good service. |
| <b>Average rating</b> |        | <b>4.4 - very helpful</b> | <b>3.8 - easy</b> | <b>4 - helpful</b> | <b>4.4 - maintained good condition</b> | <b>4.1 - very well</b> | <b>4.3 - very satisfied</b> |   |

### Black Cat JOMA Plow Blade Results

| State                 | Quantity tested | Helpfulness of the product instructions. | Ease of installation.     | Vendor's technical support and services. | Durability of the product during your test period. | How well did the product address your problem? | Overall satisfaction with the product. | Comments about the product (concerns, kudos, etc.)  |
|-----------------------|-----------------|--|---------------------------|--|--|--|--|---|
| Utah                  | 2 sets          | 4  | 5                         | 4  | 5  | 5  | 5                                      | Our traditional blades wore out after 21 hours service on the plow (average). The two sets of JOMA blades lasted 124 (Tooele) and 108 hours (Strawberry). Operators reported cleaner roads and much less vibration in the cab. One driver stated that he had to raise and lower the plow to determine if the plow was down because he could not hear the scraping noise. Very positive test results |
| <b>Average rating</b> |                 | <b>4 - helpful</b>                       | <b>5 - extremely easy</b> | <b>4 - helpful</b>                       | <b>5 - maintained excellent condition</b>          | <b>5 - extremely well</b>                      | <b>5 - extremely satisfied</b>         |   |