



DRIVING EFFICIENCY

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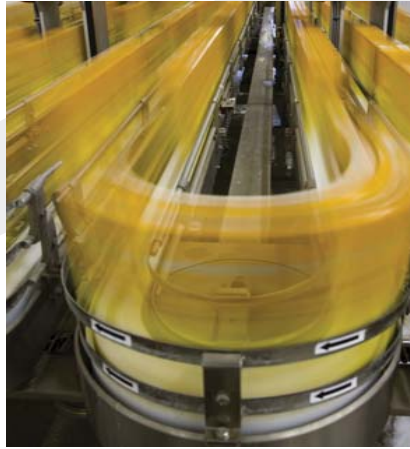
WHO IS

WHO IS LIVINGSTON & HAVEN?

We are more than a distributor.....
We are more than an integrator.....

WE ARE AN INDUSTRIAL TECHNOLOGY PROVIDER (ITP)

Our business is to maximize the productivity efforts of U.S. manufacturing by providing innovative technology solutions that will enable our customers to stay competitive in the ever changing global economy.



Livingston & Haven has long recognized the pressures on U.S. manufacturing and the threat this causes to the future of the U.S. economy. In January, 2003, L&H CEO, Clif Vann III, challenged each and every associate with "doing whatever it takes to ensure the long-term health of U.S. manufacturing." As a result, the L&H Advisory Council was formed to implement these beliefs into our corporate culture. While we have always been committed to our customers' success, we created an even greater sense of urgency within our entire organization to make sure U.S. manufacturing is successful in its efforts to compete on a domestic and international level.

L&H offers extensive resources, technical capabilities and value-added services in an effort to support this cause. Our customers experience a significant increase in productivity, efficiency and profitability. Many of our customers are well aware of the power of the L&H Advantage, and have been enjoying the benefits from our working partnership for many years.

Livingston & Haven applies all of its \$70M plus resources towards this endeavor. With over 180 employees, residing in more than six states, L&H is one of the largest fluid power, automation, lubrication and connectors companies in the nation. With well in excess of a thousand years of collective experience, our sales engineers and application support personnel have developed answers and techniques to solve the toughest of manufacturing challenges.

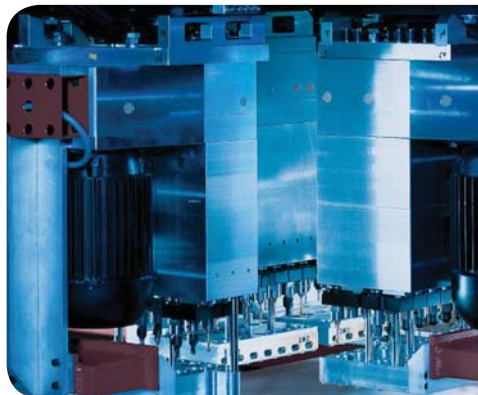
Our technical competence is derived from hiring highly technical people and continually training and honing their skills. We have over 50 certified hydraulic specialists, 30 plus certified pneumatic specialists and more than 25 certified connector specialists. While there aren't standardized certifications for automation or lubrication, our sales and technical associates are continuously trained in these areas as well. Add our market leading vendors like Bosch Rexroth, Mitsubishi, Parker, etc. with their vast experience, knowledge and resources, and we can address almost any motion, maintenance or data integration issue.

Livingston & Haven also developed a Value Added Partner Network (VAPN). The VAPN is a collection of certified systems integration partners committed to the successful future of U.S. manufacturing. These partners are certified in their abilities to provide quality integration services, offer solutions to any manufacturing challenge and support the ever shrinking in-house capabilities.

To fully understand how the L&H Advantage can benefit your company, contact us today to schedule a visit. Our team of technical and industry focused experts can evaluate your potential productivity improvements, along with ideas of how these gains can be best utilized.

Quality and service are important standards people consider when searching for products. The same holds true at Livingston & Haven. We will not represent a product line unless we are confident that it is of the highest quality and value for our customers.

Livingston & Haven specializes in industry-specific solutions and is the leading industrial technology provider in the Southeast. Our core competencies center on an unrivaled ability to integrate leading-edge products with superior expertise. We strive to assist end-users and OEM's in maximizing production efficiency by utilizing the latest innovative products and technology available. Livingston & Haven offers a variety of products and solutions in the following industries:



Automation - Hydraulics - Lubrication - Pneumatics - Connectors

WE PROUDLY REPRESENT OVER 60 INDUSTRY LEADING MANUFACTURERS INCLUDING:



Livingston and Haven Retail Locations offer a wealth of products and services at one convenient location. Our highly trained staff of industry experts can quickly provide you with hydraulic, pneumatic and lubrication fittings, adapters, quick disconnects, as well as custom-made hose and tube assemblies while you wait. We also offer expert, on-site installation of these products as well. All of this backed by one of the largest fluid connector inventories in the Southeast, means that you will have immediate product availability and around-the-clock service.

- 24 / 7 Emergency Service
- OEM-tailored Services
- Kit Program
- Turnkey Kit Development to Minimize Production & Transaction Time
- Schematic / BOM documentation
- Custom After-Market Kits
- Personalized Laylines
- "Genuine Parker Parts" Program
- 3-year Leak-Free Equipment Certification Process
- Parker-backed Guarantee to OEMs
- Prototype Plumbing Design
- Fitting Identification & Interchange
- Product & Equipment Training
- Equipment Rental, Leasing, and Financing
- Customized Connector Inventory Management
- Full-Service Retail Locations
- On-site Installation and Fluid Connector Plumbing
- MRO-tailored Services
- Preventive Maintenance Program



- All Seminars Taught By Fluid Power Professionals
- All Theories Proven Out In Our On-site Lab
- Custom On-site Training Available At Your Location
- Principals * Maintenance * Design * Basic And Advanced Training
- Work With Real Hydraulic Valves And Pumps In A Lab Environment



Livingston & Haven's Institute of Applied Technologies offers a full spectrum of training classes for the hydraulic, pneumatic, lubrication and automation community. Whether you are a maintenance person just starting out with no formal training or have been in the industry your entire life, Livingston & Haven's Institute of Applied Technologies has classes that can benefit you!



Livingston & Haven's Service Group is where it all comes together. Our S3 group has the ability to design, manufacture and install a wide range of standard and custom systems. With a full time staff of engineers, we can design your system in house, therefore cutting down on engineering time and costs. Our manufacturing capabilities allow us to produce your system as quickly as possible without jeopardizing the quality of the unit. Livingston & Haven's services and capabilities don't stop once the system is built. We can have our highly trained installation experts install the unit and have you running again as soon as possible.

A variety of services all under one roof!

- Custom Power Units and Control Panels
- Complete Project Engineering
- Full Manufacturing Capabilities
- On-site Installation
- Fluid Filtration Programs
- Complete Repair and Testing Capabilities
- Equipment Rental
- Remote Diagnostics



Systems • Services • Solutions

Our team of highly qualified customer service associates offers individualized attention to each of our customers. We strive to provide the most accurate and timely responses to your requests. Livingston & Haven's customer service representatives will be glad to assist you with any questions, concerns or problems you may encounter in order to make doing business with us as easy and beneficial as possible.

Our customer service center consists of over 30 knowledgeable associates ready to assist you. Simply call 1-800-825-4969 and speak with one of our qualified representatives today!



Our customers have the ability to choose how they want to do business with us. Through our extensive IT capabilities we offer complete online account management services to our customers. Each customer is given a private customer room that is completely secure and confidential. These private rooms feature customized pricing, real-time inventory, delivery and order information, as well as a variety of customizable features. This FREE service is available 24 hours a day, 7 days a week!

To register for our online account services, simply fill out the online registration form at www.lhtech.com. You will quickly receive a confirmation e-mail containing your user ID and password. You'll then have access to all of our online services. It's that easy!

Benefits of Using Livingston & Haven's Web Services:

- Product Information
- Inventory Availability
- Place Orders
- Check Order Status
- Order Tracking
- View Purchase History
- Confidential and Secure
- FREE Service



Livingston and Haven
Customer Service Divisions

North Carolina
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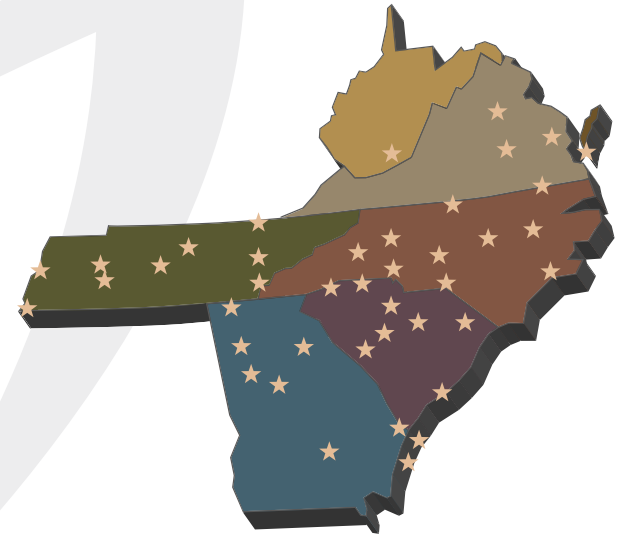
Resale
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Fax: (704) 504-3245

Livingston and Haven
Connectors

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After Hours Emergency
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