

A LETTER FROM THE PRESIDENT

It is late February as I write this and I'm wondering if we'll ever see spring here at our headquarters located in the heart of the Midwest. It has been a long, trying winter of sub-zero days, almost record snowfalls, frozen pipes, broken furnaces and dead car batteries. M&M has had to close due to weather more than we would have liked this past couple of months but I can happily report that we were still able to offer the customer service that our clients have come to expect from our staff. Many of our personnel braved these harsh conditions and made the effort to be here before or after hours and on the weekend to make sure our customers' requirements were met without delay.

In this electronic age, many of our processes such as email, phones and data entry can be handled remotely, but the physical nature of distribution requires bodies to move material. I am proud to say that M&M has those dedicated individuals prepared to make that extra effort in order to assure your needs are met.

Groundhog Punxsutawney Phil says 3 more weeks ... Let's hope so!

—Rich Murov



M&M Control Continues Expansion

M&M Control Service is pleased to present its first Newsletter that is intended to enhance communication with you, M&M's most valuable resource and business partner.

Over the last 15 months, M&M expanded and updated its facilities to match our needs as our business grew. Future plans include changeover of M&M's HVAC systems to a higher efficiency building management system. This year, we are also restructuring our internal business processes, and have even more changes underway in order to streamline our internal business needs and growth as necessitated by you, our customer.

You spoke. We listened! Therefore, in order to better serve you, M&M is reducing the number of brands we carry. This will enable us to focus on product that is most commonly in demand, which you, our customers, have requested we keep in stock. You rely on us to provide

immediate solutions to your needs, and by focusing on high-demand product we will be more attentive to solutions for you. And of course, we will still be able to provide those other items, as well.

Please welcome David and Alex, the newest additions to our sales team. As we bring them up to speed with the expertise and excellence in customer service relations that you have learned to expect from M&M, please do not hesitate to let us know how they are doing! We are thrilled to have them aboard.

As we continue to reorganize our business needs in order to meet your needs, look for our updated LineCard to be included in an upcoming Newsletter.

As always, M&M appreciates the opportunity to serve you.

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The Greening of M&M Control

Over the course of several years, M&M has contributed to “green initiatives” and incorporated aspects into our daily business practices, such as recycling, using renewable resources, reducing waste, and enhancing efficiency of energy. M&M has jumped on board the “greening” of Illinois, with the knowledge that our small contribution to the environment contributes to the larger environmental impact of carbon footprints, worldwide.

As with any initiative, real risks associated with ecological management and mitigation of new or rejuvenated industrial processes must also be considered. Engineers must be aware of, adjust to, and be instrumental in creating innovative, unique, and *sustainable* green initiatives without sacrificing performance.

M&M provides energy-saving solutions for a variety of industries; we offer “industrial-sized” product and solutions from businesses such as Siemens, a manufacturer of building controls and HVAC equipment that creates automation, improved efficiency, and control of building environments. We also sell Fireeye flame safeguard and combustion control systems that are built with technologies designed to

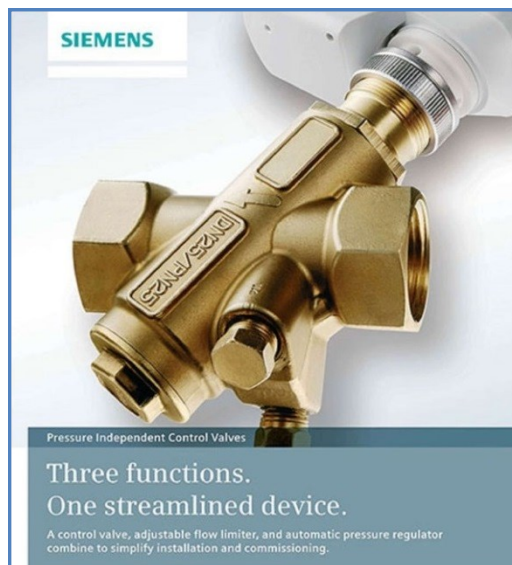
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prevent boiler dry cycling, which occurs when a boiler loses heat to its surroundings.

Industrial solutions embrace, and can be fully compatible with, existing building control management systems. Technologies designed for use with low and medium temperature water boilers, single stage burners, fully modulating burners, and many more, helps create cost-effective, energy-efficient solutions.

Whether it is as fundamentally simple as indoor temperature control, as complicated as control loops in industrial manufacturing processes, or streamlining our own energy consumption and recycling programs, M&M Control Service will continue to set its sights on green initiatives and solutions to help save our planet and reduce the negative effect, and impact, on our environment.



SOLUTIONS FOR A GREEN ECONOMY

Want to be more energy conscious, efficient, or ecofriendly? Here are some of the changes M&M has already made, and which are easily implemented:

- Recycle: Paper, metals, plastics, printer and toner cartridges are all recyclable.
- Use efficient, low power-consuming lighting.
- Dispose of environmentally-unsafe items properly: Check with your local community for convenient electronics drop-off centers, and battery and tire disposal services.
- Set thermostats to automatically minimize energy consumption during non-business hours.
- Install an R/O (Reverse Osmosis) water system used for all coffee and general use and encourage staff to reduce their use of plastic bottles, thereby minimizing waste.
- Replace older, less efficient kitchen appliances such as refrigerators, microwaves, and toaster ovens, in employee lunch rooms, with newer, more efficient models. Dispose of used appliances properly!
- Replace older windows with energy-efficient, better-sealing units.