



February 28, 1998

Mr. Richard Bauer, Local Representative  
Trac Ecological Product of America, Inc.  
2000 Tigertail Blvd.  
Dania, FL 33004

**RE: DESCALING OF SANITARY STEAM HEAT EXCHANGER:**

Dear Mr. Bauer:

Our sanitary steam heat exchanger operates without chemical treatment or softened water and as a result massive scaling is inevitable. After fourteen (14) years of consecutive operations under the described conditions the unit was scaled to a point wherein replacement was contemplated when all conventional methods of descaling failed to accomplish desired results.

As a last resort, acid cleaning was considered, but our fear of acid attack lead us to consider TRAC CONCENTRATE DESCALER and I am happy to announce that the product far exceeded my expectations. After applying the product in accordance with your recommendations and procedures the heat exchanger is back on line and operating satisfactorily.

Your prompt attention and services were greatly appreciated.

Yours truly,

A handwritten signature in black ink, appearing to read "John H. Fitts".

John H. Fitts, Lead Engineer  
Boiler & Incinerator Plant

Russell F. Brunt, Lead Engineer  
Plant Operations