



March 13, 2003

Mr. John Craddock
Case Engineering Inc.
1401 West Frankling Street
Evansville, IN 47719

Re: Air Sentry Compressor Controls and MP3 Retrofit Kits

Dear John:

On December 19th, 2002, all three of AES Hawaii's Ingersoll-Rand Centac plant compressors failed to start after a unit trip. Upon further investigation, it was determined that the MP3 control boards in all three compressors had been destroyed due to a voltage disturbance. Although we were able to replace one of the three MP3 control boards with a spare, it was imperative to repair the remaining compressors as soon as possible. Due to the obsolescence and unavailability of the MP3 control boards and timing of the event during the holiday season, AES Hawaii was in quite a predicament.

The following day, we contacted **Case Engineering** for help in resolving our problem. **Case Engineering** was extremely helpful in providing a first-rate and timely solution. Within a day of contacting you, **Case Engineering** was able to mobilize an engineer to Hawaii to install two **Air Sentry Compressor Control System** and MP3 retrofit kits. Immediately after flying for 10 hours from Indiana to Hawaii, the **Case Engineering** representative, Devin Sullivan, came straight from the airport to the AES Hawaii plant to hand deliver and assist with installation and commissioning of the retrofit kits. Much to our surprise, one of the retrofit kits was installed and commissioned trouble-free within a couple of hours. The following day, the second retrofit kit was installed as quickly and as easily as the first.

In addition to the rapid response, we were also impressed with a number of features of the **Air Sentry Compressor Control System**, including:

- "Plug-and-Play" retrofit (almost no re-wiring required!)
- Easy-to-use graphical operator interface
- Extensive control and monitoring capabilities
- Use of industry standard Allen-Bradley SLC500 PLC
- Remote modem support for program modification
- Tremendous customer support

We would highly recommend the **Air Sentry Compressor Controls System** upgrade for any obsolete compressor. The quality of the product and technical support has proved invaluable for the continued reliability of our critical plant air compressors. We would like to extend our thanks again to you and Devin for the **Air Sentry Compressor Control System** solution and continued support.

Best regards,

A handwritten signature in black ink, appearing to read 'Reid Sasaki', is written over a faint, illegible background.

Reid Sasaki
Plant Engineer
AES Hawaii, Inc.